

# GRAYSON CONNOR

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## PROFESSIONAL PROFILE

Analytical Web Developer with 6+ years of experience in **issue identification and resolution**. Strong background in **web development** and **data analysis** by utilizing programming technologies including APIs, JavaScript, and others.

Adept at **ensuring regulatory compliance**. Competent in **using various software** for recognizing and resolving device failures. Founded in Web Development with core competencies in:

## EDUCATION

**Web Developer Program Participant,**  
**Bloc.io**, Austin, TX Aug 2017 – Jul 2018

Obtained knowledge of HTML5, CSS3, Bootstrap 3, Bootstrap 4, JavaScript, jQuery, and React.

Developed personal skills in the fields of media marketing, UX/UI design, and customer relationship management.

Implemented various projects, including BlocJams through the utilization of HTML5, CSS3, JavaScript, and jQuery.

Boosted acquired knowledge by participating in weekly meetings with mentors and industry professionals oriented to improve participant's professional and technical skills.

## WORK EXPERIENCE

**MECHANICAL TECHNICIAN II/SITE SAFETY LEAD, JUMP (Uber),**  
Austin, TX | Oct 2018 – Apr 2020

*Priority on overseeing maintenance of 500 JUMP vehicles and ensuring an OSHA and EHS compliant environment as the Site Safety Lead.*

- Guaranteed vehicle safety by developing standard operating procedures and overseeing maintenance for 500 vehicles, including JUMP e-bikes and scooters.
- Identified and resolved device issues through analysis of I.O.T. device states and issue development patterns.
- Ensured safety protocols compliance by providing staff with P.P.E., fire, and biohazard safety equipment, creating protocol documentation, and developing and implementing safety tests.

**BACKROOM/LOGISTICS ASSOCIATE, Target,**  
Sherman, TX | Jun 2015 – Jun 2017

*Emphasis on merchandise presentation and communication with customers and the management regarding customer inquiries' resolution.*

- Generated company revenue and customer turnaround through the merchandise preparation and presentation and managed 5 inbound and outbound shipments per week on average.
- Provided customer service by assisting 25+ customers daily with their purchase and inquiry resolution.
- Resolved issues regarding inventory inquiries through collaboration with the store management and Target officials.
- Promoted work safety and quality standards by maintaining the backroom in compliance with sanitation standards.

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## SKILLS.

Data Analysis  
Standards Implementation  
Customer Service  
Code Versioning  
Written & Verbal Communication  
Conflict Resolution  
Strategy Development  
Issue Identification & Resolution  
Business Management

## TECHNICAL SKILLS

HTML5  
CSS3  
JavaScript  
jQuery  
React  
SCSS/SASS  
CSS Grid  
Flexbox  
Bootstrap  
Word press  
VS Code  
Git  
Netlify  
Figma  
Canva

- Ensured work quality and safety by training 10 staff members on inventory management, safety protocols, and equipment usage.

### **OWNER/MANAGER, *Blossom & Bud's*,**

Sherman, TX | Jul 2013 – Aug 2014

*Accent on ensuring customer satisfaction through business management, regulatory compliance, and issue resolution.*

- Provided customer service by selling store products such as Japanese shaved ice dessert, Kakigori, and Boba Tea.
- Ensured regulatory compliance through equipment and store maintenance in adherence to sanitation standards.
- Developed strategy plans through performance evaluation, trend identification, and accepting a recommendation from staff/customers.
- Improved work efficiency by assisting in the development and adjustments of menus and budget management.