

G. Grey Pearson

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Summary

Creative and driven developer seeking to contribute to a code base with a team. Works well in a group setting or independently. Focused on process improvement, SOP standardization and team problem solving. Striving to continue personal learning, team development and customer experience.

Soft Skills

- Troubleshooting errors and glitches
- Learning new tools and software
- Attention to detail
- Effectively communicating tasks
- Conflict mediation
- Documenting fixes for future reference

Skills

- React
- Sequelize
- MongoDB & Mongoose
- Bulma & Bootstrap
- Python
- Github

Experience

May 2022 - Current

Vivint, Remote - *Service desk*

- Diagnosing a wide array of issues through error codes and shown symptoms
- Managed a database of users and each permission that users would need to access software
- Took charge in helping resolve large outages with our software and being apart of testing

November 2021 - May 2022

PcLaptops, Sandy UT - *Technician*

- Identified hardware issues caused by component failures using approved diagnostic tools
- Documented repair processes and helped streamline procedures for future technical support actions
- Detected and corrected error messages within software and hardware reporting systems

Achievements/Education

- U of U Full stack development bootcamp
- Eagle Scout