

Michael J. Hutchison

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Skills

ReactJS | CSS | JavaScript | HTML | PostgreSQL | NodeJS | Web Development | Express.js | Web design | AngularJS | Unit Testing | API's | ES6 | GitHub

Projects

Purely Support | PurelySupport.com | – Nov 2017

A social networking platform to bring people who suffer from chronic illnesses together to organize meet ups and create social groups for support.

- Full Stack project using ReactJS, NodeJS, Redux, Sass, Express, and PostgreSQL
- Optimized SQL queries to perform conditional functions based on parameters being passed in to reduce unnecessary calls to the database.
- Worked as a part of a team utilizing GitHub to manage branches and version control.

Employee Engage | Michaelis.MyNextDev.com | – Nov 2017

Web app to enable management to engage with their workforce through a company social network

- Full Stack project using ReactJS, NodeJS, Redux, Sass, Express, and PostgreSQL.
- Used Auth0 and PostgreSQL to check user roles and deliver content to the front end based on the user's role.
- Created a point system to track employee reward points which users could then use to send points to their peers or redeem in the online company shop.

Experience

DIRECTOR OF TECHNOLOGY R&D | SLINGSHOT | OREM, UTAH – MAR 2015 – JUN 2017

Responsible for daily IT operations and implementation of new software, hardware, and data retention practices. Designed and implemented numerous standard operating procedures for quality assurance and reporting. Oversaw development and training of IT support and Quality Assurance teams, mentored call center management, and employees to be proficient in the business' systems.

- As a member of the executive team I assisted in leading the company during significant growth during its first years in business.
- Provided technical strategy and direction for the company to grow from 5 to over 150 staff.
- Created and managed the data entry platform and implemented industry and self developed best practices that raised employee utilization by 35%
- Implemented new technical programs to decrease call times by over 35% and increase quality KPIs by 25%
- Developed the contact center's Quality Management department and established KPIs to measure employees and client's performance.
- Managed WordPress websites and software to ensure a reliable operating environment.
- Onboard new clients and employees in all software systems including call center VoIP Systems, WordPress, and G Suite.

Education

DevMountain, Provo, Utah – Web Development, 2017