

# CHARLES JACKSON

SOFTWARE DEVELOPER



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## ABOUT ME

I am a solution driven software developer with experience using Object Oriented Programming along with JavaScript, React, Python, Django, and SQLite. I provide an ego-free, adaptable, and collaborative mindset in addition to strong communication skills used to ensure that I understand the needs of clients.

I started learning to code through self-study online after I found myself often thinking of ways to improve applications, but lacking the skills to implement my ideas. After taking a few online courses, I began looking for a more engaging learning environment and enrolled in Nashville Software School. Software development has afforded me a new level of fulfillment in my work and I am eager to use my skills to make a positive and purposeful impact.

## PROJECTS

### HAIR GUY'D

Hair Guy'd is a single-page web application built with React JS. It is a centralized resource that fathers can use to guide (guy'd) other men on how to do their daughter's hair through pictures, written instructions, and video tutorials. A user can sign in, choose their daughter's hair texture, and then search through a list of tutorials for various styles specifically for the hair texture selected. Users also have the option to add, edit, and delete their own tutorials. This application was styled primarily with Bulma, but also employs React Bootstrap.

 [github.com/CPJackson777/Frontend-Capstone](https://github.com/CPJackson777/Frontend-Capstone)

### SCO-VILLE

Sco-Ville is Django web application built for spicy food enthusiasts. The scoville scale is a measurement of the spiciness or "heat" of various peppers as recorded in scoville heat units. There is a cult-like following of people who enjoy recording their experiences when taste testing spicy foods and seeing what level of spiciness they can tolerate. A user can sign in, select a scoville spiciness level, and read other users' experiences based on the spiciness level selected. Users also have the option to add, edit, and delete their own blog posts. This application was styled with Bootstrap.

 [github.com/CPJackson777/ScoVille](https://github.com/CPJackson777/ScoVille)

## TECHNICAL SKILLS

- HTML, CSS, Bootstrap, Bulma
- JavaScript, React
- Python, Django, Django REST
- Git and GitHub
- SQLite and JSON Server

## TECHNICAL EDUCATION

### NASHVILLE SOFTWARE SCHOOL

FULL STACK SOFTWARE DEVELOPER | SEPTEMBER 2019 - PRESENT

- Developed dynamic single-page applications using React in addition to modern ES6+ JavaScript
- Learned fundamentals such as HTML, CSS, JSON, modular code, reusable components, and database structure and using Entity Relationship Diagrams
- Exposed to an Agile environment through frequent group projects including daily stand ups, planning, ticket assignments, and problem solving
- Used Github to perform and review pull requests to ensure working code free of merge conflicts
- Used Python and Django fundamentals such as class properties, functions, and inheritance to create server-side applications

### GROUP PROJECTS

#### BANGAZON E-COMMERCE STORE

- Full-stack application built with a team of five students utilizing a React frontend and Python backend
- Used Django ORM for SQLite database interaction
- Pair coded Python models and fixtures while individually responsible for Python views and templates as well as React Components for implementing the payment system

#### NUTSHELL

- This project was done twice. The first round was a collaboration with a team of three using Javascript, HTML, CSS to build a social media app called Otter. The second round was a single-page social application created by a group of four team members using React JS
- For the Javascript app, I was individually responsible for the Events module where users are able to complete a form and successfully add Events to the dashboard. For the React app, I was responsible for the messages components which allow users to create, add and delete messages
- Implemented dynamic time stamping to messages directly within messages components
- Collectively designed an Entity Relationship Diagram (ERD), created wire frame, and pair coded a welcome page.
- Fetched data from JSON Server and used browser local and session storage

#### KEAHUA ARBORETUM

- Developed a terminal app with a team of 4 to manage a zoo-like environment involving the transition of placement for various plants and animals
- Used Python classes, models, etc to individually handle the biome/habitat section

## WORK EXPERIENCE

### BEST AMERICAN HOSPITALITY, INC

HELP DESK SUPPORT SPECIALIST | JUNE 2016 - SEPTEMBER 2019

Best American Hospitality® has headquarters in Atlanta, Georgia, and Nashville, Tennessee. It operates multi-unit Church's Chicken restaurants in the states of California, Texas and Arizona as well as Shoney's restaurants across the Southeastern United States.

- Provided remote and/or direct support for computer and POS system related issues such as network failures, employee fingerprint issues, and payroll audit issues
- Answered, detailed, and solved support tickets in Zendesk sent in by restaurant managers and corporate employees
- Imaged hard drives for restaurant offices and registers based on their specific application needs, computer make/model, and operating system
- Installed office printers, thermal receipt printers, touch-screen monitors, fingerprint readers, and credit card readers both on site as well as remotely
- Edited, replaced, and/or maintained various files to ensure proper functioning of office and restaurant equipment for over 50 restaurant locations
- Created and edited knowledge base articles in Zendesk for departmental use

### CGS ADMINISTRATORS, LLC

MEDICARE APPEALS ASSOCIATE | DECEMBER 2011 - JUNE 2016

CGS Administrators, LLC is a leading provider of administrative and business services for healthcare programs and stakeholders, including Medicare beneficiaries, providers, and medical equipment suppliers.

- Reviewed incoming appeals to determine medical justification for durable medical equipment provided to Medicare beneficiaries
- Chosen to participate in the Durable Medical Equipment Appeals Lean Team. Our team critically analyzed the appeals process/systems and made effective revisions resulting in a more streamlined process which increased overall departmental production
- Achieved 100% quality audit scores multiple months and regularly met or exceeded the 93% accuracy metric

PROVIDER ENROLLMENT SENIOR ASSOCIATE | AUGUST 2010 - DECEMBER 2011

- Reviewed provider enrollment applications to ensure that all required information was completed and processed applications for enrollment after requirements were met
- Ensured provider integrity and that suppliers are in compliance with established Medicare standards and guidelines
- Drafted development, denial, and/or approval letters based on the results of my credentialing
- Elected to assist with training new hires on the credentialing process in addition to training current employees who are expanding their skill sets within the provider enrollment department

CUSTOMER SERVICE REPRESENTATIVE | MAY 2008 - AUGUST 2010

- Answered incoming calls from durable medical equipment providers and provided quality service in a timely manner in order to accurately assist them with their issues
- Served as a mentor for new hires to provide support, direction, and assist in acclimation to their new role
- Chosen by management to write an article which was published in the November 2009 edition of Medicare Matters
- March of Dimes Representative for the DME Customer Service Department and helped raise over \$61,000 from 2008 to 2009

## EDUCATION

### NASHVILLE SOFTWARE SCHOOL

Full Stack Development bootcamp

### MIDDLE TENNESSEE STATE UNIVERSITY

B.S. in Communication and Media Studies