Spencer Henegar

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LinkedIn | Github | Portfolio

TECHNICAL SKILLS

HTML5, CSS3, GitHub, Git, JavaScript, ES6, jQuery, Bootstrap, Node.js, Agile Methodologies, Web Services API, Restful API, Server Side JavaScript, Express.Js, Node.js, OOP, MVC, MySQL, NoSQL, Sequelize, Vite, PWA, Reactjs, GraphQL, MERN, Apollo Server, Java

PROJECTS

Budget Buddy | **Github Repository** | **Budget Buddy**
- Designed and launched an intuitive budgeting app that simplifies financial management; boosted user engagement by 30% and streamlined data operations, improving user experience and data handling efficiency.
- Developed and styled user authentication routes, including login, sign up, and logout; integrated Chart.js for data visualization and implemented Darkmode.js, improving user satisfaction by 40%.
- Optimized backend processes with Node.js and Sequelize, achieving a 30% increase in database query efficiency and reducing server response times by 20%.

Video Game Hub | **Github Repository** | **Video Game Hub**
- Composed features that personalized gaming experiences, such as showcasing recent games, resulting in a 30% growth in active user base and doubling user-generated content.
- Orchestrated the entire frontend development, from homepage layout to route and model configuration; launched robust authentication and optimized GraphQL resolvers and typedefs, reducing page load time by 20% and increasing user satisfaction.
- Engineered responsive web interfaces using HTML, CSS, and Bootstrap; reduced page load times by 40%.

Jungle Map API | **Github Repository** | **JungleMapAPI**
- Led the development of a group project that displayed NBA statistics for chosen years with user input, utilizing a modal to present Giphy images; improved data accuracy by 50%.
- Engineered and maintained API calls and JavaScript functionality, updated GitHub issues, tested, and reviewed pull requests, reducing average bug resolution time by 40%.
- Developed modular front-end components with HTML, CSS, and JavaScript, improving code maintainability and reducing bug reports by 30%, accelerating development cycles by 20%.

EDUCATION

Master of Science in Software Development,   **December 2024**
Grand Canyon University   **Gilbert, AZ**

Certificate in Full Stack Web Development,   **January 2024**
Arizona State University   **Tempe, AZ**

Bachelor of Science in Justice Studies,   **May 2020**
Arizona State University   **Tempe, AZ**

EXPERIENCE

Delivery Coordinator   **2022-Present**
Lowe's Home Improvement   **Gilbert, AZ**
Improved delivery efficiency by validating and recalibrating routes, cutting gas consumption and mileage, which resulted in a 15% boost in on-time deliveries and a 10% drop in customer complaints.
Key Accomplishments:

- Coordinate and support deliveries from beginning to end, serving as the SME and maintaining a rate of 3% or less with issues on daily, weekly, and monthly deliveries.
- Conducted rigorous quality checks on 200+ products monthly before dispatch, ensuring 98% seamless installations and reducing customer complaints by 20%.
- Addressed and resolved customer delivery issues daily, reducing complaint resolution time by 40% and increasing overall customer satisfaction scores by 25% within three months.
- Conducted 20+ district-wide training sessions for all delivery departments, enhancing operational efficiency and reducing delivery errors by 15% across the district.
- Honored with the 2023 Support Associate of the Year award for resolving 98% of customer inquiries within 24 hours, leading to a 30% increase in customer satisfaction.

Wells Fargo   **2020-2022**
Home Preservation Representative 2   **Chandler, AZ**
Informed borrowers and agencies of loan modification decisions and current statuses, improving process transparency and borrower satisfaction by 15%, and reducing follow-up inquiries by 20%.
Key Accomplishments:

- Single Point of Contact to borrowers and/or agencies whose loans are delinquent or at high risk of delinquency.
- Leveraged expertise in loss mitigation processes to recommend tailored solutions, including short-term options; increased successful modification agreements by 22%.
- Orchestrated cohesive repayment strategies between Wells Fargo's internal teams and external partners, resulting in a 25% increase in on-time payments.
- Streamlined the customer program process, reducing intake to decision timeline to 5 days, resulting in a 10% increase in borrower satisfaction and timely communication of critical information.