JEFF QUITTMAN

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SUMMARY

Full Stack Engineer who mixes an eye for design with a background of complex problem solving. Combining over 10 years experience in eCommerce and fast-paced tech start-up environments with a recently earned certification in full stack web development from UCLA focusing on developing highly functionable and scalable applications using JavaScript, Node.js, CSS, React and responsive web design. Holds additional certifications including Data Analytics from General Assembly and PMP Project Mangement Certification from Caltech. A natural creative problem solver who can analyze, research, and quickly learn what is needed to overcome any obstacle.

TECHNICAL SKILLS

Languages: JavaScript (ES6), HTML, CSS, TypeScript, SQL, PostgreSQL
Libraries & Frameworks: jQuery, React, Express, Handlebars
Tools, Environments & Platforms: Node.js, Git, Heroku, JIRA, Trello
Products & Databases: VS Code, MySQL, MongoDB, Firebase, Navicat, Photoshop, Illustrator, Figma

CLIENT PROJECTS

Gera's Automotive Detailing Website | https://git.io/JU72P
- Full stack React based website with node express backend. Designed web presence for LA based mobile vehicle detailing service with service booking functionality, Sendgrid trigger emails, and admin panel to view/edit scheduled services.
- My Responsibilities: Project lead, UI/UX Design in Figma, front-end design, booking form functionality, database schema and set up.
- Tools / languages: MERN Stack, Sendgrid, HTML/CSS, Material Design React CSS Framework

Tuition.io One Pager Application | **Private Repository**
- Description: Converted partner specific program information from a long and slow Google Document and developed an information repository application that quickly presented this information to the customer support team at Tuition.io as well as solved a security issue with this information being on Google Documents. Allowed adding new partner program information as new deals closed as well as dynamic updating of existing programs.
- My Responsibilities: project leader, front-end design and functionality, database architecture
- Tools / languages: JavaScript, jQuery, HTML/CSS, Firebase

Dubsado Appointment Scheduling Application | **Private Repository**
- Description: Rebuilt Dubsado's CRM Appointment Scheduling tool utilizing the FullCalendar.io node package as the foundation with Microsoft's Azure platform to trigger emails through the Office365 API. Developed a user interface with appointment availability scheduling as well as an admin interface that allowed tracking and modification of scheduled appointments.
- My Responsibilities: Front-end design and functionality, integrated FullCalendar.io package into application, construction of database models and associations.
- Tools / languages: JavaScript, jQuery, HTML/CSS, Express, Handlebars, MySQL, FullCalendar.io, Microsoft Azure/Office365

Director, Program Success   2016 – Present
Tuition.io   Los Angeles, CA
  - Responsible for developing, improving, overseeing, and managing the entire customer support experience on the Tuition.io platform over four products: Student Loan Repayment Benefit, Financial Wellness Experience, Tuition Assistance, Student Loan Coaching.
  - Liaison with the Tuition.io Engineering team to communicate software bugs, fixes, and enhancements as well as QA'ing new releases
  - Identified and developed resolutions to platform bottlenecks and company policies including back payment for missed contribution payments and connecting student loans not recognized by third party aggregation services used on Tuition.io.
  - Enhanced all email communications and HTML/CSS templates in Sendgrid
  - Optimized all customer support team ticket metrics including First Reply Time, First Resolution Time, Full Resolution Time, and Call Abandonment Rate

Account Executive   2012– 2016
Accessory Power   Westlake Village, CA
  - Beginning as a Customer Service Agent, fast-tracked promotion to Account Executive, responsible for business development and client retention, as well as expanding retail and e-commerce presence into new verticals.
  - Maximized account potential through analyzing sales trends and identifying KPIs, participating in strategic planning and resource allocation.
  - Go-to resource for technical solutions on over 200 products, responsible for account on-boarding, customer communications, growth, and lead qualification.
  - Negotiated with NAPA Auto Parts to sell Accessory Power products in its stores using a custom POP display. Over time, grew the account to expand offered assortment to include an additional 6 SKUs.
  - Year over year sales increase of 77%.

EDUCATION

Bootcamp Certificate: UCLA, Los Angeles, CA
A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS.

Data Analytics Certificate: General Assembly, Santa Monica, CA

Project Management Professional (PMP) Certificate: CalTech, Pasadena, CA

Bachelor of Science, Sociology: Chapman University, Orange, CA