JESSE JACKSON

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FULL STACK DEVELOPER & BUSINESS ANALYST

Full Stack web developer leveraging data analyst background to build a more dynamic user experience on the web. Certified in Full Stack Web Development from the University of Texas at Austin, with proven skills in browser-based technologies, API interactions, deployment/command-line fundamentals, PHP, databases, and quality assurance.

TECHNICAL SKILLS

Languages: HTML, CSS, JavaScript, jQuery, Bootstrap, JSON, AJAX, Node.js
Applications: Github, Git, Bash, Heroku, NPM, Microsoft 365

PROJECTS

Commit-to-be-Fit | https://tinyurl.com/commitrepo | https://tinyurl.com/commitdeployed
- Front-end web app that generates BMI scores and food recipes to match
- Led a team of three in creating a web app that utilizes two API calls to present healthy information to the user.
- Tools used: HTML5, CSS3, W3.CSS framework, JavaScript, jQuery, JSON, AJAX

EXPERIENCE

Workforce Management Business Analyst   2017 – 2020
DXC Technology   Austin, TX
• Responsible for all aspects of analyzing staffing and service level. Monitors daily call volumes to ensure service level goals are being met and early detection of staffing deficiencies. Also, manages and tracks agent schedules and time-off requests, team attendance, and adherence.
• Managed "War Room" meetings with state accounts to summarize daily/monthly performance.
• Drove WFM process optimization and continuous improvement of attendance and adherence policy, report creation, and automation.
• Forecasted volume using multiple skillsets such as Blue Pumpkin and Excel. Forecasting accuracy goals are kept at a +/- 5% discrepancy.
• Fulfilled requests for vacation and leave planning in juncture with scheduling to ensure adequate daily resource coverage.

EDUCATION

Full-Stack Web Development Bootcamp Certificate: University of Texas, Austin, TX
A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Handlebars, React.js, APIs, Node.js, Express, MySQL, MongoDB, & Git and Github.

Bachelors of Business Management: University of Central Arkansas, Conway, AR