

# Owais Islam

## Full Stack Web Developer

Full stack web developer looking to build a more intuitive user experience on the web. Recently earned a certificate in full stack development from the University of Texas bootcamp, with newly developed skills in JavaScript, CSS, React.js, and responsive web design. Known as an innovative problem solver passionate about developing apps, with a focus on mobile-first design and development. With each project, my aim is to best engage my audience for an impactful user experience. I applied aspects of UX and agile development in a recent project. I worked on a team of five to develop a single-page MERN app that helps property owners advertise their properties, manage their tenants and manage their real estate all in one place. I'm excited to leverage my skills as part of a fast-paced, quality-driven team to build better experiences on the web.



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Austin, TX



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github.com/OwaisIslam

## SKILLS

HTML

CSS

JavaScript

jQuery

React.js

Git

npm

Jest

Webpack

SQL

SQLite

MySQL

MongoDB

GraphQL

Express

NodeJS

Redux

MERN Stack

## LANGUAGES

English

Native or Bilingual Proficiency

Urdu

Native or Bilingual Proficiency

## INTERESTS

chess

coding

machine learning

video games

## WORK EXPERIENCE

### Customer Success Support Representative

#### BigCommerce

03/2020 - 11/2020

Austin, TX

##### Achievements/Tasks

- Provided technical support for e-commerce merchants using the BigCommerce platform.
- Assisted with web design for merchants using the BigCommerce platform via HTML/CSS.
- Processed payments for merchants.

### AppleCare T1 Creative Media Advisor

#### Apple, Inc.

10/2011 - 07/2019

Austin, TX

##### Achievements/Tasks

- Provided technical support for Apple-developed applications (iBooks Author, Pages, Numbers, Keynote, Photos, iMovie, and Garageband) on desktops and iOS devices over the phone.
- Assisted customers with creating personal projects like photo montages and audio tracks.
- Also received basic training on the Professional Suite of Applications (Final Cut Pro X, Logic Pro X, Aperture, MainStage, Compressor, and Motion).

### AT&T Consumer Data Support Specialist

#### AT&T Mobility

03/2010 - 07/2011

Austin, TX

##### Achievements/Tasks

- Troubleshoot and fixed problems for AT&T customers with PDA's, smartphones and laptop connect cards.
- Updated customer plans and other data into the AT&T billing system.
- Trained consumers on devices such as Blackberry Bold, Iphone, Netbook and Tablet PC's and other devices.

### Samsung Tier 2 Customer Support Agent

#### Harte-Hanks

05/2008 - 08/2009

Austin, TX

##### Achievements/Tasks

- Provided customer support for Samsung consumer electronics products.
- Proficient in Windows PC-based environment using SAP.
- Trained customers on various uses for CE products (how to connect to each other, how to connect with other products).

## CERTIFICATES

Full Stack Web Developer Certificate (07/2020 - 01/2021)

University of Texas at Austin Coding Bootcamp

## EDUCATION

### Economics

#### University of Texas at Austin

2001 - 2005

Austin, TX