Jon Washington

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EXPERIENCE

SIGHTBOX INC

Portland, OR
August 2017 – present

ECP Specialist

- Coordinate with optometrists' offices to ensure members receive eye exams and contact lens fittings, including providing payment and clarifying Sightbox's services
- Perform intake on paperwork from optometrists, processing contact lens prescriptions and entering them for warehouse orders

SQUARESPACE INC

Portland, OR
October 2014 – April 2017

Customer Care Advisor

- Troubleshot and guided customers through website setup and design through both email and concurrent live chat channels
- Designed sites and acted as ambassador/facilitator in helping customers attain the design standard set by Squarespace
- Identified and communicated system-wide and site-specific issues to the developers and product solutions team

CAMERA BITS INC

Portland, OR
November 2012 – October 2014

Support and Production Coordinator

- Provided detailed technical support to users via phone, email, and social media regarding issues with software installation, licensing, usage, and performance
- Overhauled existing software tutorials by developing, writing, producing, and editing new tutorial videos addressing common user needs and issues
- Helped manage company and technical support social media feeds

EDUCATION

ALCHEMY CODE LAB

Portland, OR
July –December 2018

BOOT CAMP I & II

Rigorous professional training focusing on clean code in front-end and back-end development, employing fundamental Javascript, HTML5/CSS, Git/GitHub, jQuery, PostgreSQL, Express, and Node and establishing a background in individual problem solving as well as developing applications as part of a team.

CHAPMAN UNIVERSITY

Orange, CA
2004 – 2008

BFA, FILM PRODUCTION

Graduated Magna Cum Laude

Recipient, Chapman Grant, Film and Television Scholarship

SKILLS

Web development with JavaScript, jQuery, Node.js, HTML

Some Experience with Python, PostgresSQL

PROJECTS

BONSAI RADIO (in progress) (github)

A personal project inspired by my fastidiousness about personal listening stats, Station Manager is a web application which stitches together the Spotify and Last.fm APIs so users can manage their Spotify playlists based on a song's metadata.

PANDA ZONE (github, live site)

My wife and I primarily communicate through cute animal videos, and since red pandas are her favorite, I built this simple Javascript/jQuery application to serve up random red panda videos using the YouTube API. On future builds I'd like to add a button for folks to send me red panda videos they enjoy; as much as I enjoy the research I'd be glad to crowdsource it.