**Joshua Moore**

Software Developer

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**Profile:**

A software developer with the ability to learn new technologies in a fast-paced environment. Experienced in front and back-end development. High performing manager capable of achieving and exceeding goals related to customer service as well as sales.

Excelled in communication, team planning, training employees, and creating a gameplan to ensure all deadlines were met and achieved consistently. Seeking an opportunity as a full stack software developer in an environment where consistent growth and culture is highly prioritized.

**Skills:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| * Vue.Js | * JavaScript | * Node.js | * C#.Net | * Agile/Scrum |
| * MongoDb | * HTML/CSS | * Bootstrap | * Mongoose | * MySQL |

**Experience:**

**Software Development Student,** CodeWorks 08/2021-11/2021

* Learned Vue.Js, Javascript, Node.Js, C#, Agile/Scrum, MongoDb, HTML/CSS, Bootstrap, Mongoose, MySQL
* Built multiple Spa Applications, specialized in back end and front end frameworks.
* Utilized Scrum/Agile techniques during a multi week team project, which included daily standups as well as multiple sprint planning meetings.
* Mongoose, Bootstrap, JavaScript, Vue.js, MVC, API, Figma, auth0, Trello

**Applications:**

* **Myst:** Capstone multi week project. A SPA that contains Video Game information on over 350,000 Games, up to date news in the Gaming Industry. An application where friends can connect to show off the video games they are interested in, upload video/screenshots of personal gaming accomplishments, follow, comment, and even stream live.
* **Role** : Full Stack Software Developer
* **Technologies:** Firebase, Multiple Api’s including RAWG and twitch, Vue.Js, HTML/CSS, Node.Js, SCSS, MongoDb.
* **TheNetwork:** Spa social media application that allowed users to create posts, edit their profile and include many forms of social media links including Github, LinkedIn, show current education status, as well as show a complete history of previous posts that were created by that user.
* **Role:** Full Stack Software Developer
* Technologies: Vue.js, Api, HTML/CSS, Node.js

**Customer Loyalty Specialist,** AT&T 6/2020- 8/2021

* Work to maintain a healthy relationship with the customer base and ensure longevity when it comes to the business – consumer relationship.
* Averaged over 110% to goal when it comes to metric scoring for the role since for 12 months.
* Maintain a specific schedule with trainings, meetings, calibrations, etc. happening throughout the week and ensure that I am always finding some way to be productive.
* Sell/Upsell AT&T products to customers after asking discovery questions based on individual needs and linking how AT&T can create a better quality of life for the caller.
* Was able to have a streak of 9 months in a row of receiving only 100% scores on all customer service related surveys.
* Assisted with processing online orders, maintained knowledge of AT&T products and technologies including AT&T Fiber, DIRECTV, and all things wireless. Had to work to stay up to date on all new technologies that were coming out in order to provide accurate and quality service.

***Store Manager –*** AT&T, Connect Wireless 10/2016-5/2021

* Unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty
* Daily and Weekly maintenance checks to ensure safety, proper operations, and correct processes were being done at the location I managed.
* Maintained staffing levels, trained new employees, as well as created month to month scheduling for all employees
* Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes
* Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity
* Planned and executed on “Win-Local” events to maintain good relationships with local businesses
* Helped to maintain a positive and fun sales experience for customers and find the right products for each individual customer
* Professionally resolved conflicts with upset customers and often a turned a negative situation into a positive customer experience

**Education:**

**Codeworks (2021)**

**-**Fullstack Software Development