

# JOANNE LISZEWSKI

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## PROFESSIONAL SUMMARY

Solution-oriented Technical Support Specialist and Full-Stack Developer with 4+ years of customer service leadership experience and proven development skills. Combines frontline problem resolution expertise with hands-on coding abilities in JavaScript, React, Node.js, and MongoDB. Track record of identifying patterns, creating automated solutions, and translating technical concepts for diverse audiences. Eager to leverage support desk experience and programming foundation to transition into full-stack development while delivering immediate impact through technical problem-solving.

## TECHNICAL SKILLS

Programming & Development:

- Frontend: React, JavaScript, TypeScript, HTML5, CSS3, Sass, Bootstrap, Tailwind CSS
- Backend: Node.js, Express.js, REST APIs, MongoDB, NoSQL
- Tools & Platforms: Git, GitHub, GitLab, Webpack, Docker
- Cloud & Infrastructure: AWS (Lambda, S3), DigitalOcean
- Methodologies: Agile, Scrum, Test-Driven Development, CI/CD

Technical Support & Operations:

- CRM Platforms, Microsoft Office, Google Suite
- Automated Workflows & Scripting
- Knowledge Base Development
- Cross-functional Collaboration
- Issue Escalation & Resolution

Professional Competencies:

- Solution Architecture & Problem Pattern Recognition
- Technical Documentation & Knowledge Transfer
- Communication Excellence (Technical & Non-Technical Audiences)
- Process Optimization & Automation
- Remote Work & Time Management

## PROFESSIONAL EXPERIENCE

Banyan Labs LLC — Full Stack Developer | August 2025 – Present

- Collaborate with development teams to troubleshoot and resolve complex technical issues in distributed environments
- Build and optimize responsive user interfaces using React and modern JavaScript frameworks
- Develop backend solutions using Node.js and Express.js with MongoDB database integration
- Demonstrate strong problem-solving abilities and adaptability in fast-paced development projects
- Apply version control best practices using Git for collaborative team-based development

Persevere — Full Stack Web Development Program | August 2024 – June 2025 | Phoenix, Arizona

- Mastered full-stack development including React component architecture, state management, and event handling
- Built RESTful APIs and backend services using Node.js and Express.js
- Designed and implemented MongoDB database schemas and optimized queries for application performance
- Applied Agile/Scrum methodology including Daily Standups, Sprint Retros, and iterative development practices
- Developed debugging and troubleshooting skills to identify root causes and implement effective solutions
- Collaborated with cross-functional teams using Git for version control and code management
- Created automated workflows and scripts to streamline development processes

Turn Key Solutions — Customer Service Call Center Manager / GUI Programmer | May 2012 – October 2016 | Glendale, Arizona

- Managed technical support operations for major publications including The Arizona Republic and The Virginian Pilot
- Served as first line of defense for complex technical issues, escalating system-level problems to development teams
- Led successful rollout of The Virginian Pilot's digital edition on iPad and Android tablets (2014)
- Created and maintained knowledge base documentation
- Trained and mentored support staff on troubleshooting methodologies
- Fostered a culture of excellence through solution-oriented approach
- Translated technical concepts for non-technical users

Coalition for Compassion & Justice — Housing Advocate / Shelter Coordinator | November 2016 – August 2018 | Prescott, Arizona

- Provided empathetic, solution-oriented support to individuals experiencing complex, sensitive situations
- Coordinated shelter operations and managed efficient communication between cross-functional teams
- Demonstrated learning agility by quickly mastering new case management systems and processes
- Built comprehensive documentation and knowledge resources for team members

## CERTIFICATIONS

- Software Engineering Essentials
- Introduction to Data Analytics
- Data Analytics Essentials
- Learn Python
- Learn Python: 3

## KEY ACHIEVEMENTS

- Problem Resolution Excellence: Successfully transitioned from frontline technical support to full-stack development, demonstrating ability to solve problems at both user and architectural levels
- Digital Transformation Leadership: Led rollout of digital publication platform across multiple devices
- Automation Mindset: Consistently identified patterns in support scenarios and created automated solutions
- Cross-Functional Collaboration: Proven ability to work effectively with development teams
- Continuous Learning: Rapidly acquired modern development skills including React, TypeScript, Node.js, and cloud platforms

## EDUCATION

High School Diploma or Equivalent

Continuous Professional Development: Ongoing coursework in software engineering, data analytics, and full-stack development technologies