

# KAGEN SMITH

Pleasant Grove, Utah

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<https://github.com/Kagen-Smith> | Portfolio: <https://kagensmithportfolio.netlify.app>

## SUMMARY

- Looking to apply to entry level positions for web development.
- Background in customer service and dedicated to learning and being creative.
- Effective in communication, creativity, problem solving for developing user-friendly applications. Known with current coworkers for being kind, motivated, efficient, and willing to learn.

## TECHNICAL SKILLS

JavaScript ES6+, CSS3, HTML5, SQL, NoSQL, GitHub, MongoDB, MySQL, Express, React, Node, Handlebars, jQuery, Bootstrap

## PROJECTS

**MusicWizard** | <https://github.com/Kagen-Smith/Project-01-Music-Wizard> | <https://kagen-smith.github.io/Project-01-Music-Wizard/>

- Summary: A website that creates a playlist using a modal and JavaScript elements. It allows you to select from an array of objects to see what songs you can add.
- Role: Formatting an array of objects, javascript for adding song titles in a data set, adding modal to the buttons to create a playlist.
- Tools: HTML, CSS, JavaScript, Bootstrap, Git

**ReadIt** | <https://github.com/Kagen-Smith/ReadIt> | <https://readit-pngn.onrender.com>

- Summary: Full-stack web application designed to help users find books, and log them into their personal bookshelves
- Role: partial front end, backend designer.
- Tools: React.js, JavaScript, CSS, HTML, Node.js, Express.js, PostgreSQL, Google Books API, New York Times API, JWT, Git, Github, TypeScript, Sequelize ORM

**StoryShuffle** | <https://github.com/Kagen-Smith/project-3-madlibs> | **Link to Deployed Project**

- Summary: A web application that allows you to enter different words and it will insert them into a story.
- Role: MongoDB, mongoose integration and JWT.
- Tools: GraphQL, React.ts, MongoDB, Mongoose ODM, GitHub Action, JWT, API, Git, Render

## EXPERIENCE

### **Cashier Holiday Oil**

**2023-present**  
Lindon, UT

I am responsible for making sure that the customers are taken care of and the store is clean. I help people buy whatever they want, communicate with them and help them whenever I can. I use critical thinking to organize tasks from the things that need to be done as soon as possible to ones that can wait till it's slow at the store.

Key Accomplishments:

- Praised for my work on doing things when/before they needed to be done.
- Satisfied over a couple hundred guests each work day.
- Coordinated with other cashiers and managers to make sure things were clean and available to guests during rushes.
- Was given a raise after one year.

### **Customer Service Representative SecurityMetrics**

**2022-2023**  
Orem, UT

I was responsible for taking inbound calls from businesses and helping them with PCI compliance. I had to clearly communicate with business owners to make sure they were following the payment card industry standards, this included checking their websites if they had them and checking their code to see how the webpage was accepting payments.

Key Accomplishments:

- Satisfied over a thousand business owners a day, helping them with the requirements they needed to apply to their business based on how they accepted payment.
- Coordinated with my Team Lead to ensure I was helping people to the best of my ability and transferring them to relevant departments whenever needed.

### **Phone/Chat Agent Atento**

**2021-2022**  
Pleasant Grove, UT

I was responsible for taking inbound calls and inbound chats from customers of GameStop, communicating with them on the information of their web orders and helping them cancel their orders or giving them refunds whenever needed.

Key Accomplishments:

- Satisfied over a thousand customers a day. Helping them place, cancel, and check on orders they made.
- Trained new hires understand how to help customers and resolve escalations.

### **Cashier Purple Turtle**

**2020-2021**  
Pleasant Grove, UT

I was responsible for making sure that the customer's orders were taken and making sure their food was delivered to them at their table or in their car. I had to communicate with customers to make sure they got their food the way they wanted it.

Key Accomplishments:

- Satisfied over a hundred customers a day. Helping them place their orders and making sure the orders were made to their liking.
- Was praised for being an astounding help during a busy summer day where a local event took place nearby.

## EDUCATION

***Full Stack Web Development Boot Camp Certificate:*** University Of Utah, Salt Lake City, Utah

An intensive program focused on gaining technical programming skills in HTML5, CSS3, JavaScript, JQuery, Bootstrap, Firebase, Node.js, MySQL, MongoDB, Express, Handelbars.js, and ReactJS.

***High School Diploma:*** Pleasant Grove High School, Pleasant Grove, UT