

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

Project Management, HTML, CSS, JavaScript, TypeScript, React, MongoDB, Mongoose ODM, jQuery, Fetch, Server API, Web API, Developer Tools (Elements, Console, Network, Sources, Application, ETC.), Command Line, Pseudocode, Problem solving, Fetch, AJAX, Git, GitHub, REST API's, Object-Oriented Programming (OOP)

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

MadLibs | <https://github.com/Kagen-Smith/project-3-madlibs>
project-3-madlibs-zncq.onrender.com
[Links to an external site.](#)

- *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

2023-present

Holiday Oil

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.
- Gained more experience with communication and interpersonal skills
- Worked efficiently under pressure
- Collaborated and worked as part of a team
- Quickly resolving issues as they arose
- Ensured Processes were followed correctly
- Adjusted to changes and new tasks
- Handling several Tasks at once, like handling and taking orders from customers
- Managing resources and handling transactions
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Customer Service Representative

2022-2023

SecurityMetrics

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.
- Gained more experience with communication and interpersonal skills

- Worked efficiently under pressure
- Collaborated and worked as part of a team
- Quickly resolving issues as they arose
- Ensured Processes were followed correctly
- Adjusted to changes and new tasks
- Handling several Tasks at once, like handling emails and phone calls simultaneously
- Managing resources and handling transactions

Phone/Chat Agent

2021-2022

Atento

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.
- Gained more experience with communication and interpersonal skills
- Worked efficiently under pressure
- Collaborated and worked as part of a team
- Quickly resolving issues as they arose
- Ensured Processes were followed correctly
- Adjusted to changes and new tasks
- Handling several Tasks at once, like handling and taking orders from customers
- Managing resources and handling transactions

Cashier

2020-2021

Purple Turtle

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.
- Gained more experience with communication and interpersonal skills
- Worked efficiently under pressure
- Collaborated and worked as part of a team
- Quickly resolving issues as they arose
- Ensured Processes were followed correctly
- Adjusted to changes and new tasks
- Handling several Tasks at once, like handling and taking orders from customers
- Managing resources and handling transactions

Team Member**2018-2019****Little Caesars Pizza**

Pleasant Grove, UT

I was responsible for making, and cooking pizzas. I made sure customer's food was made to their order and that I was a part of a team that worked together to ensure the orders were completed and our workspace was food safe.

Key Accomplishments:

- Gained more experience with communication and interpersonal skills
- Worked efficiently under pressure
- Collaborated and worked as part of a team
- Quickly resolving issues as they arose
- Ensured Processes were followed correctly
- Adjusted to changes and new tasks
- Handling several Tasks at once, like handling orders while making pizzas
- Managing resources and handling transactions

Food Court Team Member**2017-2018****Larry H. Miller Megaplex Theatres**

Vineyard, Utah

I worked the food court at a local movie theater chain. I was responsible for guests getting the food they wanted before their movie started. I was also responsible for making sure that if their food was late that it was delivered to them in the theater.

Key Accomplishments:

- Gained more experience with communication and interpersonal skills
- Worked efficiently under pressure
- Collaborated and worked as part of a team
- Quickly resolving issues as they arose
- Ensured Processes were followed correctly
- Adjusted to changes and new tasks
- Handling several Tasks at once, like making sure the guests food got to them on time as well as taking new orders.
- Managing resources and handling transactions

Cashier**2017-2017****Arby's**

American Fork, UT

I worked the front cash register as well as the drive-thru Register. I handled packaging food and made fried items from the menu. I worked along with a team to make sure customers got their food at a fast pace and that their orders were made correctly.

Key Accomplishments:

- Gained more experience with communication and interpersonal skills
- Worked efficiently under pressure
- Collaborated and worked as part of a team
- Quickly resolving issues as they arose
- Ensured Processes were followed correctly
- Adjusted to changes and new tasks
- Handling several Tasks at once, like making sure the guests food got to them on time as well as taking new orders.
- Managing resources and handling transactions

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*