Kendall Hampton

Software Engineer/Associate Developer

Located In: Gaithersburg, MD

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EDUCATION

Towson University | Master of Science, Applied Information Technology   2022 – 2024
- Specialization: Internet Application Development
- GPA: 3.91

Towson University | Bachelor of Science, Marketing   2016 - 2020
- GPA: 3.2

TECHNICAL SKILLS

Programming Languages | JavaScript, (ES6+), Python, HTML, CSS
Related Tech | React.js, Next.js, Express.js, Node.js, Firebase
Testing/Deployment | Netlify, Jest.js, Sanity.io, Render.io, Mocha Chai
Developer Tools | Git, Figma, Webflow, Canva, Postman

PROJECTS

FullStack Application | Admin Dashboard (link to project)   2022

React Application   React | Redux | Material-UI | Nivo | Node.js | MongoDB
- Developed a **Full-Stack** Admin Dashboard displaying data from **MongoDB** to my backend and displaying it on my React frontend using **Redux Toolkit** to make **API** calls to specific endpoints.
- Implemented Material UI and Nivo (D3 data visualization tool) components for **data visualization** and user interface design, resulting in a streamlined user experience.
- Incorporated **data modeling**, **entity relationship** diagrams, and **aggregate functions**.

Frontend | Pomodoro App (link to project)   2022

Single Page Application   React | Material-UI | Netlify | Context API
- Developed a Pomodoro App using **React** and **MUI**, featuring a customizable user interface with various color themes and timer settings, as well as **caching a user's setting** to their local storage.
- Implemented React hooks, including **Context API** for efficient data management and **useEffect** for timer events, and **useReducer** for complex state management.
- Demonstrated proficiency in utilizing **modern frontend technologies**

System Development/Implementation | Designed A Cloud Management Archive System for A Healthcare Organization.   2022

System Design and Proposal for the Implementation of a CRM Tool   Canva | Microsoft Azure | Excel | Access
- Designed and developed a **Customer Relation Management system** to streamline manual business functions for support staff and clients, estimated to increase productivity by 30%
- Formulated a series of deliverables detailing the system feasibility, solution requirements, **database architecture**, and the overall **system design** for project sponsors to present to stakeholders
- Defined the **system development life cycle** by measuring different methodologies (**Agile/SCRUM**, DevOps, etc.), providing the **project's scope**.
- **Google Drive:** HealthCare_SystemDesign (link to project)

WORK EXPERIENCE

Help Desk/Client Support | *Association of American Medical Colleges*   2022-2022
- Supported a 20+ member team with troubleshooting and **diagnosing technical errors** for our end users via **salesforce** CRM.
- Contributed to the increase in client satisfaction ratings by 18% through efficient **client support**
- Successfully resolved 40+ calls/emails per day through service knowledge and **system troubleshooting**
- Identified a recurring issue with the CRM not properly **syncing user data**, causing delays in data updates. Debugged the problem and escalated it to the **development team**.

Financial Analyst | *Prince George's Department of Housing*   2021-2022
- Spearheaded a project and through efficient task distribution which led to streamlining our **document processing** by 25%.
- Performed weekly **qualitative reviews** of tenant & landlord financial data, diminishing the task queue.
- Implemented a collaborative document and **client tracking system** via **excel**, significantly reducing employee downtime and increasing productivity.