

Ash Porter Software Developer/IT Professional

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🔗 <https://kirbypaint-github-io.vercel.app/>

👤 PROFILE

Highly versatile professional with a strong background in web development, document administration, call center operations, and fast-paced retail environment. Demonstrated ability to adapt quickly to new roles and industries, showcasing exceptional problem-solving skills and a commitment to delivering high-quality results.

🧠 SKILLS

Automation — Bash, PowerShell, Excel macros

Server Management — Terminal navigation, Vim/Neovim editing, cron job setup, mass file editing, bash operations, media management, error logging and handling

Microsoft Office Suite — Excel, Word, PowerPoint

Development — JavaScript, TypeScript, HTML, CSS, React, Recoil, GraphQL, Prisma, AWS, Bash

📁 PROJECTS

Speedtest 🌐

Custom web tool to monitor average daily internet speed

- Developed project in JS, HTML, CSS to have simple dashboard logging internet speeds
- Automated daily cron job fetches speedtest data from speedtest.net CLI, then custom bash script parses data into CSV, where webpage will finally calculate and render internet speed information
- Public GitHub page for viewing data outside network

NANP Number Generator 🌐

Generates only phone numbers complying with the North American Number Plan schema

- Developed this NPM package due to discovering a loan provider API could only accept NANP-compatible numbers, causing QA and other developers to falsely report bugs
- Package resolved false reporting issue immediately.
- Written in TypeScript with nearly 100% automated code testing, and automated package release process

🏢 PROFESSIONAL EXPERIENCE

Oregon Health Authority - OIS

Information Systems Specialist IV

2023 – 2024

Independently provisioned new user access for hundreds of users statewide using Microsoft Identity Manager, Active Directory, CoreView, MS Office Suite, PowerShell, Azure, and others as needed

- Created new user accounts for permanent and temporary employees and ensured users had credentials on day 1
- Provisioned restricted state and federal-level access as permitted under department policy and state/federal law
- Assisted in the creation of automated User Access Roles and PowerShell scripts to improve provisioning turnaround time
- Debugged user account issues and routed user to applicable departments
- Maintained and assisted with updating documentation

EyeCue Lab, LLC

Software Developer

2021 – 2023

- Developed front-end and back-end components of industry-defining web-based AI-driven solar panel installation and sales tool
- Experience in JavaScript, TypeScript, GraphQL, Node.js, Nest.js, Prisma, React, Recoil, PostgreSQL
- Created custom Node package to assist QA development:
<https://www.npmjs.com/package/nanp-number-generator>

Stayton Cooperative Telephone Company 🌐

Document Administrator

2019 – 2020

- Managed confidential documents, including scanning and processing of CPNI customer forms, USPS designated address changes, account closures, and other miscellaneous customer documents
- Manually migrated and updated over 15,000 documents from legacy system, reviewing every form for confidential information
- Trained all CSRs on "Document Vault"
- Managed read/write access of any sensitive materials and monitored system for data breaches

JELD-WEN Windows and Doors 🌐

Customer Care Representative

2017 – 2019

Processed 50+ incoming calls, emails, and walk-up customer service requests daily in terminal software

- Keyed warranty orders of up to 70 unique attributes with lifetime manual data entry accuracy of over 97%
- Trained all CSRs in Stayton warranty branch on new sales program
- Automated strategy to onboard new users in minutes instead of hours