**Frans Santoso**

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**ABOUT ME**

I am a Full Stack Web Developer at First Net Impressions. I work on both the front end and the back end of the development process, creating and designing websites for clients.

**PROFESSIONAL EXPERIENCE**

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| **Full Stack Web Developer,** First Net Impressions, Altoona, WI | May 2023 – Present |

* Leveraged skills in JavaScript, HTML, and CSS for front-end web development, creating visually appealing and intuitive interfaces
* Utilized PHP for back-end development, ensuring secure and efficient website functionality
* Implemented Python scripts to automate routine tasks such as importing customer data, streamlining organizational processes
* Developed and launched multiple dynamic websites, ensuring responsive design and optimal user experience
* Designed and implemented web forms with advanced functionality integrating client specific preferences and requests
* Enhanced website security by coding libraries focused on spam protection, significantly improving site reliability
* Authored comprehensive documentation and guidelines for spam protection implementation, demonstrating strong communication and diligence
* Maintained and improved legacy code, ensuring compatibility and efficiency
* Regularly tested web pages for proper functionality and optimal user experience
* Engineered tools for automating business processes such as email formatting, resulting in increased productivity and efficiency
* Served as a customer support point of contact, assisting clients in setting up emails on our server, providing prompt and insightful solutions
* Streamlined communication with clients by efficiently translating technical jargon into easy-to-understand language
* Authored an extensive step-by-step documentation for email setup, improving client autonomous setup rate
* Troubleshot and resolved technical issues promptly, showcasing effective problem-solving skills
* Collaborated with the development team, demonstrating excellent teamwork abilities and contributing to achieving project deadlines
* Effectively managed simultaneous projects, demonstrating strong organizational and prioritization skills
* Stayed abreast with latest web development technologies, demonstrating commitment to continuous learning and professionalism

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| **IT Front Desk Specialist,** Liberty University, Lynchburg, VA | Sep 2020 – May 2023 |

* Executed comprehensive troubleshooting and successfully resolved issues for end-user computers and phones, ensuring minimal downtime and disruptions
* Managed customer interactions skillfully, accurately gathering requirements for in-depth technical analysis, demonstrating excellent communication and customer service skills
* Designed and implemented templates and queries within the ServiceNow platform, significantly automating manual processes and enhancing operational efficiency
* Rendered support and provided hands-on training to junior team members, fostering a collaborative and learning-focused work environment

**EDUCATION**

**Bachelor of Science (B.S.) in Computer Science,** Liberty University, Lynchburg, VA Aug 2019 - May 2023

* Specialization: **Software Engineering, Web and Mobile Development**
* Overall GPA: **3.93/4.00**
* Dean’s List – Fall 2019 - Present
* ABET accredited

**EDUCATIONAL HIGHLIGHTS**

* Machine Learning capstone project: working with a private business to train a self-driving car by creating self-driving models using AWS DeepRacer and writing reward functions in Python
* Led a team of students through project planning, business requirements definition, development of software specifications, design of test cases for a software project for a fictional company
* Designed and implemented data structures and algorithms in C++ in the Visual Studio IDE
* Planned, outlined, and developed an MS-SQL database using SQL Server Management Studio

**TECHNICAL SKILLS**

* **Software Development**: C, C++, C#, Java, Python, HTML, CSS, JavaScript, Node.js, Express.js, PHP
* **Database Development**: MS-SQL, PostgreSQL, MySQL, SSMS, Access
* **Machine Learning**: AWS DeepRacer Machine Learning, AWS SageMaker, AWS SageMaker Notebook
* **Software Development Life Cycle (SDLC)**: Agile, Scrum, Version Control (Git and GitHub)
* **Coding and Problem Solving**: Design and Implementation of Data Structures, Analysis of Algorithms
* **Theoretical Computer Science**: Operating Systems, Theory of Programming Languages, Assembly (x86)
* **Scripting**: BASH, Shell, Perl

**REFERENCES**

**First Net Impressions**

Tyler Middleton

Full Stack Developer (Supervisor)

tylerm@firstnetimpressions.com

(715) 832-7713

**Liberty University**

Drew Robinson

Support Specialist III (Supervisor)

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