**OBJECTIVE SUMMARY**

A position as a full stack engineer that can utilize extensive experience with Javascript, React, Node.js, MongoDB, Express, Redux, HTML, and CSS. Highly skilled in navigating tight deadlines, as well as problem solving difficult solutions within a team environment. Team leader background supplements the confidence to provide and receive constructive criticism, and to learn and grow from critique.

**SAMPLE PROJECTS**

**D&D API** - <http://dnd-api-practice.surge.sh/spellbook>

Almost all of the text displayed on this site was generated using the fan created D&D API. It was built primarily using Javascript, React, and Redux.  
  
**Universe -** <https://universe-database.herokuapp.com/>

This is a full stack application. It was built using a server with MongoDB that can be easily added to. The site itself was built using Javascript, React, and Redux. There are also a few pages featuring content made with Canvas and Phaser.

**STRENGTHS AND SKILLS**

|  |  |  |  |
| --- | --- | --- | --- |
| * Javascript * Full Stack Engineer * Node.js |  Express   MongoDB |  React   Redux |  HTML/CSS   Type 70 WPM |

**EMPLOYMENT HISTORY  
  
Jet, Draper UT**

**May 2016-May 2018, Team Leader Quality Assurance / Member Services**

* Made ongoing recommendations and workflow improvements for Quality Assurance, such as:
  + Changed documentation workflow requirements
  + Provided agent clarity for future interactions.
* Developed skills in Excel
* Built a strong rapport with many agents and fellow team leads, 100+ individuals
* On-the-spot decision making, finding happy medium for our customers and company
* Balanced communicating with upper management, as well as small and large teams

**Sept 2016-Nov 2016, Quality Assurance Coach**

* Coached 20+ teammates by reviewing their phone calls and providing guidance/coaching on:
  + Creating the best experience for our customers
  + Promotion of teammate empowerment – gave teammates confidence to make autonomous decisions (like refunding customers)
  + Internal Jet Knowledge Base to ensure accuracy and independence

**May 2016-Sept 2016, Member Services Specialist**

* Assisted 60+ customers a day regarding their accounts and orders via phone and email channels

**eBay, Draper UT**

**April 2015-May 2016, Limits Teammate (Fraud)**

* Assisted customers with limits inquiries while vetting for fraud
* Made solid connections with sellers to encourage good habits and selling behaviors, speaking with 60+ people a day

**TKJ, Salt Lake City UT**

**October 2011-July 2015, Program Director**

* Worked with 3-5 special needs clients at a time by offering services for their day to day lives. This helped them accomplish personal goals and socialize within the community
* Managed budget and household, 3-5 clients at any given time with budgets of $100 a week
* Quickly and effectively solved client challenges, maintained quality control and achieved positive monthly inspections
* Constantly sought ways to improve client service and experience through using positive reinforcement

**EDUCATION HISTORY  
  
V School,** Salt Lake City, UT 2018 (Summer): Full Stack developer full time program certificate.

**Salt Lake Community College**, Salt Lake City, UT 2010-2016: Associates Degree in English (AS)