Nathan Skiles

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EXPERIENCE SUMMARY

- Delivered exceptional customer service through diverse customer-facing roles, fostering positive relationships and driving satisfaction.
- Designed web applications utilizing TypeScript/JavaScript, React, and RESTful APIs.
- Utilized the .NET Framework to develop MVC applications in C#.
- Experienced in project management with a proven track record in successfully leading, delivering, and adeptly aligning technical teams and stakeholders to drive efficient and effective outcomes.

SKILLS SUMMARY

Programming/Development:	JavaScript/TypeScript, HTML, CSS, JSX, Python, C#
Frameworks/Libraries:	React, Tailwind, ASP.NET MVC/ASP.NET Core, Bootstrap, jQuery, Django
Database:	MySQL, MS SQL Server, SQL Lite, MongoDB
Project Management:	Agile/Scrum, Azure DevOps, Asana, Jira
Version Control:	GitBash, GitHub
Non-Technical:	Lifelong Learner, Critical Thinker and Problem Solver, Self-Reliant, Resilience Handling Criticism, Efficient Multi-Tasker, Customer-Centric Focus

WORK EXPERIENCE

Senior Consultant | Grey Space Consulting - *Remote*   June 2023 - Present
- Provided expert assistance to clients in implementing and managing the Kustomer CRM platform, resolving issues, and driving successful project outcomes.
- Produced targeted client training sessions, effectively highlighting the diverse features and capabilities of the Kustomer platform, resulting in heightened customer adoption and optimized product utilization.

Technical Support Engineer | Meta (Formerly Kustomer) - *Remote*   September 2021 - Jul 2023
- Mentored team members through onboarding, app creation, and daily tasks, cultivating a collaborative learning environment that nurtured skill development across the team.
- Designed and implemented an app utilizing Kustomer's CardJS, TypeScript with React, SCSS, and JEST. This app streamlined time tracking for agents and delivered actionable insights to team leaders.
- Produced technical knowledge resources, such as documentation, blogs, and KB articles, catering to both internal and external audiences, and enriching the team's knowledge repository.
- Efficiently escalated intricate issues to relevant internal teams, offering precise steps to replicate challenges and presenting thorough hypotheses on potential root causes.
- Exceeded Key Performance Indicators (KPIs) by consistently meeting and exceeding ticket response and resolution time targets.

Job Placement Director| The Tech Academy - *Portland, OR*   April 2021 - September 2021
- Championed the successful job placement of tech graduates, offering resume reviews, conducting mock interviews, and facilitating coding challenges to empower them in securing their first positions in the industry.

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Software Developer Intern | Prosper IT Consulting - *Portland, OR*   April 2021 - June 2021
- **Skills set:** *C# & ASP.NET MVC, Python & Django, Bootstrap, jQuery, Git, Azure DevOps*
- An internship consisting of two-week-long sprints working with other developers in a Scrum environment utilizing Azure DevOps with Git for version control.
- *MyThai!* - App to track the user's favorite Thai Food Dishes, written with Django. Used MS SQL Server to store the user's Dishes and Restaurants. Utilized Yelp's Fusion API; allowing the user to search for Thai restaurants in their area.
- *Theatre Vertigo CMS* - CMS for a local theatre company. Implemented a persistent comment section for blog posts on the site, created a contact page from a mock-up provided by the UI/UX team, and worked with an existing code base, using ASP.NET MVC.

OTHER WORK EXPERIENCE

Bartender/Barback | Andina - *Portland, OR*   June 2018 - March 2020
- Fast-paced, fine dining, with an emphasis on customer experience. Help guests explore Peruvian culture through food, drinks, and stories from the family who owned the restaurant.

Store Manager | Bigtown Hero - *Portland, OR*   June 2014 - February 2018
- Developed long-lasting relationships with customers through excellent service and empathy.

Junior Technician | Telepathy Networks - *Felton, DE*   December 2013 - August 2014
- Customer troubleshooting, VoIP phone system installation/management, including the IT solutions needed to maintain these systems.

EDUCATION AND TRAINING

Certification in Software Development | The Tech Academy (Portland, OR)   June 2021
- Immersive, 800+ hour curriculum of software development including courses on HTML5, CSS3, JavaScript/jQuery, relational database design and management, SQL/MS SQL Server, object-oriented programming, Python, C#, MVC, Version Control (GitBash & GitHub), and Agile project management.

University Transfer - Computer Science | Portland Community College
- Pursuing a BS via university transfer.
- Relevant completed courses: Technical/Professional Writing, Data Communication Concepts, Data Modeling and SQL, CS I, Systems Analysis, UNIX/Linux, and Software Design.
- 72 Credits Completed.

Awards

CX Rookie of The Year | Meta (formerly Kustomer)   2022
- Customer Service Team of the Year - Recovery Situation - Technology Industries

Bronze Stevie® Award | Kustomer   2022
- Awarded to the most innovative SaaS Customer Service teams.

Honors | The Tech Academy   2021
- Awarded to students who exceed expectations across the current cohort.