

Patrick Walls

317-750-6398 | walls.patrick.a@gmail.com

TECHNICAL SKILLS

- HTML, CSS, JavaScript/TypeScript, Salesforce CRM, React.js, Angular 2+, Node.js, Express.js, Next.js, Sequelize ORM, JSON, REST Api, Git, GitHub, Material-UI, PostgreSQL, MySQL, MongoDB, Strapi CMS, CRM Management, Microsoft Office 365 (Excel, Word, Outlook, Teams), Jira, Google Workspace, Intranet Quorum CRM.

ADDITIONAL SKILLS

- Client services, Customer Service, Public Speaking, Knowledge of political media landscape, Problem Solving, Organization, Project Management, Research, Writing.

PROFESSIONAL EXPERIENCE

Press Ganey Forsta

Chicago, IL

Application Support Analyst

June 2024 – July 2025

- Provided enhanced support for clients in customizing surveys, building data reporting dashboards, and contact databases within Forsta HX Survey platform.
- Worked with Client Advisor Team to communicate how HX platform could fulfill their data analysis and reporting needs.
- Resolved bugs, errors, and access issues to HX platform.

Sparq

Chicago, IL

Web Developer Consultant

Jan. 2022 – Feb. 2024

- Developed backend headless CMS for public content portal using Node.js based Strapi CMS.
- Mapped out data structures and provided support development as needed.
- Architected re-usable UI components with React, Next.js, Typescript, and Material-UI.
- Collaborated with internal Agile team and client developers to modernize content and secure health information portals.
- Debugged code issues during the development process.
- Continuously learned new tools and frameworks for various client needs.

Indiana University Foundation

Indianapolis, IN

Web Developer – Part-time

Jan. 2021 – Dec. 2021

- Developed and managed IU Foundation websites using Cascade Server CMS.
- Produced web pages with HTML, CSS, and IU Web Framework.
- Collaborated with lead Web Developer and Marketing team for content management tasks.

Fragomen, Del Rey, Bernsen & Loewy, LLP

New York, NY

Assistant Paralegal I

Mar. 2019 – Sep. 2019

- Drafted and filed nonimmigrant petitions with U.S. Citizenship and Immigration Services on behalf of clients and their foreign national employees.
- Facilitated labor certification process for employer-sponsored foreign nationals, for the purposes of obtaining legal permanent residence in the United States.

Office of US Senator Joe Donnelly

Indianapolis, IN

Immigration Case Manager

June 2017 – Jan. 2019

- Administered direct constituent services for more than 1,000 individuals by assisting with issues & petitions before U.S. Citizenship and Immigration Services & Department of State.
- Provided data & analysis of how constituents are affected by immigration policy to legislative & senior staff using Intranet Quorum CRM software.
- Quickly and continuously learned developments in federal agency policy and practice to best navigate issues for constituents.

Congressional Intern

Jan. 2017 – May 2017

- Recorded over 5,000 calls, emails, letters, & walk-in visits from constituents regarding nominations & legislation before the Senate, current events in the news, & state/local issues.
- Provided administrative support to state office staff by greeting visitors, starting casework processes, & drafting correspondence to constituents on behalf of the Senator.

Sojourners*Communications Assistant*

Washington, DC

Aug. 2015 – Sep. 2016

- Created media assets including press releases and briefing packets for Director of Advocacy and Communications and distributed via Cision CRM software.
- Produced commentary and news articles for more than 200,000 readers on Sojo.net, focusing on the intersections of faith, social justice, and politics.
- Provided content research for president's weekly email column reaching more than 20,000 people, discussing Black Lives Matter, the 2016 election, immigration issues, and US poverty.

EDUCATION**Eleven Fifty Academy***Certification in Web Development*

Indianapolis, IN

Oct. 2020

North Park University*BS in Business and Economics with Marketing concentration*

Chicago, IL

May 2015