Parker Archibald

Full Stack Web Developer

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Summary

Certified, team-oriented, and self-motivated Full Stack Web Developer with experience in building interactive, responsive web applications. Skilled in both object-oriented and procedural programming. Proficient in HTML5, CSS3, TypeScript, ReactJS, Next.js, TailwindCSS, and backend systems including Node.js, MongoDB, and MySQL. Adept at cross-functional collaboration, project ownership, and solving complex technical challenges.

Tech

Frontend: HTML5, CSS3, Javascript, Typescript, ReactJS, NextJS, TailwindCSS, Figma, Redux, Design/UI-UX

Backend: Node.js, Express.js, MySQL, MongoDB, Firebase, PostGreSQL, Restful API's, Postman, Git/Github, Filezilla, Stripe, Winforms, Python

Project Management: Trello, Asana, Monday, Jira

Reporting: Jasper Reports (Ireports), Tableau

Other: C++, C#, Portuguese, Agile/Scrum, QA

Projects

Chatty – Chatbot Creator

Project – Mar 2025 – Apr 2025

- Developed a chatbot creation platform using Next.js, Typescript, and TailwindCSS delivering a responsive and intuitive user interface.
- Implemented secure user authentication and profile management using Clerk, leveraging prebuilt sign-in and profile components.
- Configured a PostGreSQL database with Neon and integrated StepZen to enable seamless GraphQL API queries.
- Integrated Google Gemini API to generate dynamic chatbot responses based on both user queries and predefined contextual information.
- Enabled users to create custom chatbots with tailored knowledge bases, enhancing the relevance of AI-generated responses.
- Stored all chatbot configurations and chat histories in the PostGreSQL database, allowing chatbot owners to review past conversations and refine their bots.

Drag & Drop – Kanban Style task manager

Project – Oct 2024

- Built an interactive task management application using Next.js and TailwindCSS, delivering a clean and responsive user interface.
- Implemented intuitive drag-and-drop functionality with the react-beautiful-dnd library to support dynamic task reordering across columns.
- Designed and integrated a Firebase database to support full CRUD operations.

Sorting Visualizer – visual display of different sorting methods

Project – March 2024

- Developed a visual tool to demonstrate how different sorting algorithms work by representing a randomly generated array as a series of animated, color-coded bars.
- Implemented four sorting algorithms – Bubble Sort, Selection Sort, Quick Sort and Insertion sort.
- Designed an interactive UI that allows users to choose sorting method and observe how the array is sorted in real-time.

Disney Plus visual clone

Project - Feb 2025

- Built a visually rich streaming platform interface using Next.js and TailwindCSS, replicating the core UI experience of Disney+.
- Utilized the Shadcn component library to implement consistent, accessible and reusable UI components.
- Integrated the TMDB API to dynamically fetch and display movie data across multiple endpoints which included user searched input.

Experience

Fashion Your Image Consultant Site

Nov 2023 – Current | Full Stack Web Developer

- Designed responsive, mobile-first wireframes using Figma ensuring a visually consistent and user-friendly UI.
- Developed a full-featured web application using Next.js, with custom component design and project scaffolding from scratch.
- Configured and integrated Firebase services, including Firestore, Storage, and Authentication to handle dynamic content, media and user management.
- Implemented NextAuth in combination with Firebase Authentication to enable secure admin logins and role-based access for managing services, products and subscriptions.
- Styled the entire UI using TailwindCSS including responsive layouts, smooth animations and transitions.
- Installed and utilized plugins such as tailwind-scrollbar-hide, Framer Motion, Recoil, Heroicons and react-icons to enhance visual design and interactivity.
- Coordinated task management and client transparency using Trello, breaking the project into clear, trackable deliverables.

Implementation Consultant

Dec 2023 – Current | Synergy Suite

- Developed complex MySQL queries and scripts to generate custom payroll exports and data reports based on client-specific requirements, with files delivered weekly to external payroll providers.
- Contributed to exceptional customer satisfaction, leading to the team being awarded the "Best Customer Service Vendor" by the client; individually recognized for being a consistently reliable technical resource and a key contributor to the client's successful implementation.
- Created advanced JasperReports and PDF reports using iReports, including one report now recommended to all clients as a top recommended report.
- Recognized as one of two Tableau experts on the Implementation team; frequently led client training sessions on building and interpreting custom dashboards.
- Served as acting US Support Team Lead, overseeing 8+ agents across US and Mexico – led daily Scrums, ran backend scripts, trained new agents and resolved escalated tickets during team lead absences.
- Facilitated collaboration between the Implementation and Development teams, initiating a workflow that enables custom Jasper report edits and helped define the structure for report change requests.
- Selected as one of only two consultants with permission and skill to directly edit Jasper reports for client customization.

- Acted as the primary technical liaison for several high-profile clients, overseeing the software implementation to meet specific operational and integrational needs.
- Audited platform settings and documentation to align system configurations with customer workflows, enhancing overall user adoption and success.
- Identified critical documentation gaps and led a team to create a standardized internal and external documentation process now used by thousands of customers and internal staff.
- Conducted weekly stakeholder meetings with client administrators to report progress on integrations, train users, and address configuration or adoption issues.
- Managed and tracked project milestones using Monday.com and Asana, ensuring transparency and accountability across internal teams and clients.
- Successfully turned around at-risk clients, leading to the deployment of 100+ paying locations on the Synergy Suite platform.
- Collaborated closely with Customer Success Managers to escalate bugs and feature requests, while also partnering with developers to build new integrations with POS, HR and accounting systems.

Software Support Engineer Level 2

Aug. 2023 – Dec. 2023 | Synergy Suite

- Promoted to Level 2 Support Engineer after just over a year, taking ownership of escalated support tickets and executing MySQL queries to resolve customer issues efficiently.
- Served as a technical point of contact for two enterprise clients, conducting weekly meetings with administrators to provide updates, resolve technical issues and coordinate process improvements with Customer Success Managers.
- Troubleshoot and resolved SFTP/FTP file transfer issues using FileZilla, ensuring seamless data exchange between systems.
- Managed a set of recurring manual tasks to support clients in scenarios where automation was unavailable, maintaining high levels of customer satisfaction.
- Assisted in support team coordination, ensuring level 1 agents were claiming tickets promptly and providing guidance on more complex cases when needed.

Software Support Engineer Level 1

July 2022 – Aug. 2023 | Synergy Suite

- Consistently led the support team in ticket resolution volume, maintaining top performance from the second month in the role until promotion to level 2.
- Investigated and resolved customer-reported issues efficiently, using MySQL queries to analyze data and identify root causes.
- Maintained detailed case records and customer communication through Freshdesk, ensuring transparent and well-documented support interactions.
- Adhered strictly to SLA guidelines, contributing to strong customer satisfaction and trust in the support process.
- Earned database write access and was the sole level 1 support agent to do so.
- Collaborated cross-functionality with internal departments and submitted detailed technical tickets via Jira when engineering team escalation was required.
- Actively contributed to team knowledge sharing by participating in daily standups, asking clarifying questions, and assisting peers.

General Manager

Jan 2021 – July 2022 | Domino's

- Led operations at a high-volume location generating $30k+ in weekly sales, managing a team of 30+ employees and overseeing inventory and resource planning.
- Developed and maintained digital scheduling systems to streamline weekly staffing; optimized onboarding processes through structured training and documentation.
- Increased weekly sales by $1,500 by implementing performance tracking strategies and goal-oriented team incentives, reflecting an analytical and metrics-driven approach.

- Collaborated with area leadership to evaluate store KPIs, identify performance trends and drive continuous improvement strategies.
- Resolved customer issues using data-informed insights and root cause analysis, enhancing client satisfaction and retention.
- Maintained organized digital and physical employee records to ensure legal and corporate compliance, demonstrating strong attention to detail and systems management.

Full Stack Web Developer

Nov. 2019 – Nov. 2020 | Reli Energy Solutions

- Designed and developed a dynamic web application enabling door-to-door sales representatives to generate real-time customer quotes and close sales on-site, improving efficiency and mobility.
- Built and maintained a RESTful API using Express.js to handle all data transactions, facilitating secure and scalable access to customer and user data stored in a MySQL database.
- Partnered with stakeholders to digitize sales operations, successfully transitioning the company from paper-based to paperless processes and increasing operational efficiency.
- Ensured seamless data integration and robust API performance across devices, supporting responsive and mobile-first design principles.

Certifications

- Proficiency in Full Stack Web Development – *Aug 2019 | Helio Training*