Parker Archibald | Full Stack Web Developer

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Certified Full Stack Web Developer well versed in structuring, developing and implementing interactive websites with experience in Object Oriented and Procedural programming, HTML5, CSS3, JavaScript, ReactJS, Nextjs and TailwindCSS.

Skills

- HTML5
- CSS3
- Javascript
- JSON
- Express
- Node.js\NPM

- ReactJS
- NextJS
- TailwindCSS
- MongoDB
- MySql
- Firebase

- Restful API's
- Postman
- Jira
- Git
- Trello
- Figma

- Management
- Portuguese
- Recoil
- Asana
- Monday
- Ireports

Projects

Fashion Your Image Consultant Site - 11/1/2023 - Current

- Designed and Developed web application that allows users to gather information on consultant's services as well as purchase those services.
  - Designed wireframe using Figma, Adobe Firefly AI and React Icons applying the "mobile first" mindset.
  - Setup Firebase database utilizing Firebase Firestore, storage and authentication.
  - Created and installed all dependencies for the NextJS application.
  - Utilized Next-Auth and Firebase Authentication to allow administrators to login and have access to certain capabilities, i.e. creating services, adding products to their store and viewing new subscriptions to the newsletter.
  - Accessed TailwindCSS for all UI designs and animations/transitions while maintaining a responsive website.
  - Installed various plugins to allow for better design such as: tailwind-scrollbar-hide, react-icons, hero icons, framer-motion, and recoil.
  - Leveraged Trello to distribute duties and break down project into an organized list of tasks that clearly showed the customer what was completed and what still needed to be worked on.

Reli Energy Solutions - 11/7/2019 – 07/28/2021

- Built web interface allowing door-to-door salesmen to calculate quotes and make sales.
  - Built using React JavaScript framework allowing responsive web design and interaction.
  - Provided user login using cookies and sessions along with displaying customer data for personal profiles, dashboard and quotes.
  - Designed responsive front end employing HTML5 and CSS3 keyframes, media queries and flexbox.
  - Developed RESTful API utilizing express.js to provide full CRUD capabilities
  - Architected quote system that calculates amounts by accessing a MySQL database to determine set cost values giving an estimation of cost of service.

o   Utilizes NPM (Node Package Modules) to install react-router-dom, Express.js, CORS, and React.

Personal Website - 8/12/2019

- Produced a landing page to showcase personal skillset.
    - o   Single page application using HTML5, CSS3 and React.
    - o   Connects to an API to output a daily quote as well as leveraging an outside email sending service to send personal messages from interested parties.

Experience

Implementation Consultant, SynergySuite, December 2023 – Current

- Assigned to a customer to be the technical resource in implementing our software to best fit their needs.
- Combed through all available settings to ensure that the software is set up in a way that the customer needs.
- Meet with administrators on a weekly basis to provide updates on integrations and the status of the setup, while also utilizing this time to train the customer on how to use the software.
- Tracked tasks using Monday.com and Asana to ensure clear communication and provide information on the progress of those tasks.
- Wrote MySQL queries for custom data payroll exports as well as custom reports that were then imported into Ireports to provide a custom PDF report that the customer can download/print and schedule to be emailed.
- Brought my customer from an "in danger" status to being stable and rolling out over 100 paying locations on our software platform.
- Worked closely with the CSM of the project to escalate bugs and new feature requests to our development teams.
- Worked with the development team to develop a new integration with the customer's HR system.

Software Support Engineer Level 2, SynergySuite, August 2023 – December 2023

- Moved to a level 2 Support Engineer after just over 1 year.
- Responsible for any escalated tickets from the level 1 agents as well as executing any MySQL update statements that they might need.
- Utilized Filezilla to troubleshoot issues with any SFTP or FTP files.
- Maintained a list of weekly tasks to ensure customer satisfaction when an automated task was not available.
- Was assigned to be a technical resource to 2 different companies where I would meet with the administrators of their team, discuss pending issues and provide status updates or solutions and work with the assigned CSM to setup processes or escalate issues as needed.
- Ensured that level 1 agents were claiming tickets and assisted them where needed.

Software Support Engineer Level 1, SynergySuite, July 2022 – August 2023

- Claimed and resolved the most tickets from the second month in the position until August when I received a promotion.
- Investigated reported issues and provided a solution to the reporting customer in a timely manner, accessed Freshdesk to add notes about the investigation as well as communicate with the customer.
- Strictly followed SLA rules to ensure customer satisfaction.
- Queried MySQL database to thoroughly investigate the reported issue.
- Received database write access after 9 months, was the only level 1 support agent with this access.
- Communicated with other departments to accurately provide customers with information.
- Submit tickets to the correct engineering team using Jira when required.
- Participated in daily standups to ask questions and answer other's questions.

General Manager, Domino's, January 2021 – July 2022

- Responsible for the whole store, including 30+ employees.
- Managed personal time in order to create and release schedules for each employee, ran interviews and completed hiring papers, and trained all new team members.
- Boosted weekly sales of the store by $1,500 by pushing staff to reach our food and driving goals which provided our customers with a more satisfactory experience.

Assistant Manager, Domino's, May 2020 – January 2021

- Responsible for the store when General Manager was absent.
- In charge of more than 20 employees at a time, ensuring that the store's service time was under the corporate expectation while pushing the inside chefs to maintain our goal of being the store with the highest sales in Utah County.
- Kept the store on the state leaderboard under the top ten stores in the state.

Full Stack Web Developer, Relie Energy Solutions, November 2019-2020

- Designed and built web interface allowing door-to-door salesmen to calculate quotes and make sales.
- Developed RESTful API that queries a MySQl database to retrieve user and customer information.
- Worked with customer to move company to be paperless in their door-to-door sales.

Quality Assurance Intern, Ambi, June 2019

- Wrote user stories to describe the issues of the current state of the website.
- Tested a newer version of Ambi to assure progression within the Ambi project to meet deployment deadline requirements. Ambi.school…
- Jira, QA, Trello, Agile Methodology

Education and Training

- Full Stack Web Development, Helio Training, Salt Lake City, UT. 2019
- Bachelor of Science in Software Engineering
  Utah Valley University, Orem, UT (In progress)

Certificates

- Certificate of Proficiency in Full Stack Web Development Helio Training, 2019