Austin Wiggins

www.projectwiggs.com
email@projectwiggs.com

Ticket Support Tracker

tst.projectwiggs.com

1/20/17

My Background

I'm a recent graduate of Lee's Summit West High School with an interest in technology that has propelled me to learn about web development. In previous job experiences as a cashier I built up my social skills to take on conversations. As a cook I prioritized tasks, and worked with unique customer requests. As an associate manager I took on the roles of leadership and problem solving to have a positive impact on workflow.

When it came to programming, I taught myself Lua, which is C based. I then furthered my knowledge into C++ and Java in my senior year of High School at Summit Tech. Directly after graduation, I started at Centriq, which taught me C#, SQL, Linq, and many Front-End Development skills. Centriq also gave me further experience in Microsoft Visual Studio and SQL Server Management. So far I love learning Web Development and look forward to continuing down the path it will take me.

Radar Technology's Ticket Support Tracker

The summary of this project is to create an MVC based website that allows employees to submit tickets for technicians to evaluate and respond to.
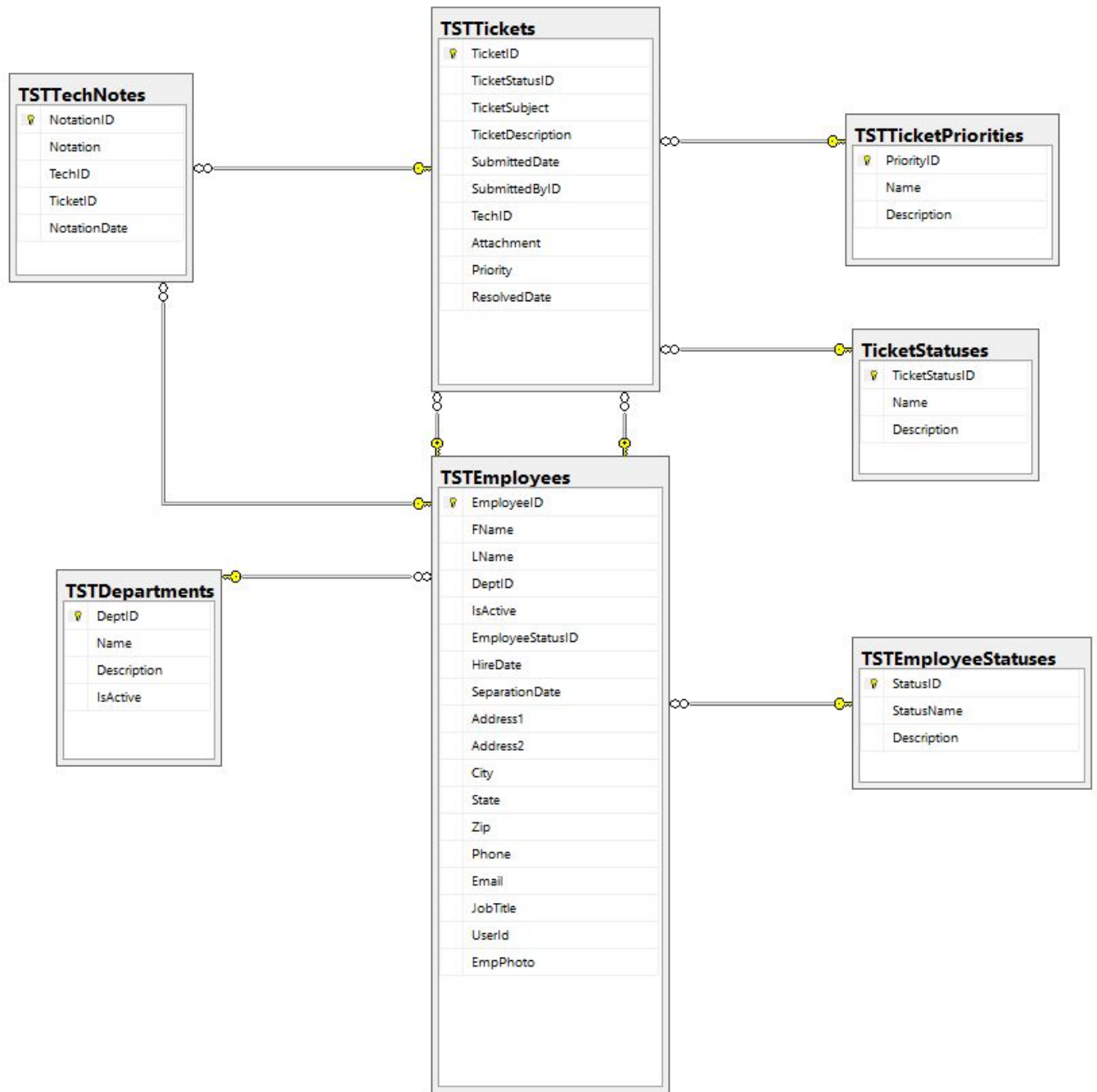
This is supposed to reflect on all the information that was taught to use during the four months of attending Centriq.

The main tasks that were needed to complete this project were:
- Develop a departments, employees, and tickets page that shows information about the object.
- Lock down certain pages of the website so only the admin/technician can view them.
- Allow technicians to create notes on tickets.

My project was based on Star Wars and the SNL skit Matt the Radar Technician. Random Imperial Troops can submit tickets for Technicians to look at and solve.

X=Full View | O=Partial View	Guest	User	Technician	Admin
Home				
Index	X	X	X	X
About	X	X	X	X
Contact	X	X	X	X
Departments				
Index		O	X	X
Create				X
Edit				X
Delete				X
Not Found	X	X	X	X
Employees				
Index		O	X	X
Details		O	X	X
Create			X	X
Edit			X	X
Delete			X	X
Not Found	X	X	X	X
Tickets				
Index		O (**Own**)	X	X
Details		O (**Own**)	X	X
Submit		O (**Own**)	O	O
Edit		O (**Own**)	X	X
Close		O (**Cancel Own**)	X	X
NotFound	X	X	X	X

TSTTechNotes

- 🔑 NotationID
- Notation
- TechID
- TicketID
- NotationDate

TSTTickets

- 🔑 TicketID
- TicketStatusID
- TicketSubject
- TicketDescription
- SubmittedDate
- SubmittedByID
- TechID
- Attachment
- Priority
- ResolvedDate

TSTTicketPriorities

- 🔑 PriorityID
- Name
- Description

TicketStatuses

- 🔑 TicketStatusID
- Name
- Description

TSTEmployees

- 🔑 EmployeeID
- FName
- LName
- DeptID
- IsActive
- EmployeeStatusID
- HireDate
- SeparationDate
- Address1
- Address2
- City
- State
- Zip
- Phone
- Email
- JobTitle
- UserId
- EmpPhoto

TSTDepartments

- 🔑 DeptID
- Name
- Description
- IsActive

TSTEmployeeStatuses

- 🔑 StatusID
- StatusName
- Description

Custom Additions

Full Name of Employee
- Take the FName and LName or model Employee and combines them.

```
[MetadataType(typeof(EmployeesMetadata))]
public partial class TSTEmployee
{
    public string FullName { get { return this.FName + " " + this.LName; } set { this.FullName = value; } }
}
```

JSON and Ajax expression for auto suggest
- Sends what the user is typing to the controller via JSON and returns results that start with the same thing.

JQuery	Controller
```<script> $(function () { var table; $("#AspNetUser_UserName").autocomplete({ minLength: 0, source: function (request, response) { $.ajax({ url: "/Employees/GetEmails", type: "POST", dataType: "json", data: { prefix: request.term }, success: function (data) { response($.map(data, function (item) { return { label: item[1], value: item[0] }; })) } }); }, focus: function (event, ui) { $("#AspNetUser_UserName").val(ui.item.label); return false; }, select: function (event, ui) { console.log(ui) $("#UserID").val(ui.item.value); $("#AspNetUser_UserName").val(ui.item.label); return false; } }) }); </script>```	``` [HttpPost] public JsonResult GetEmails(string Prefix) { var user = db.AspNetUsers.Where(u => u.UserName.StartsWith(Prefix)).Select(u => new List<string> { u.Id, u.UserName }); return Json(user, JsonRequestBehavior.AllowGet); }```

Project Overview

Week 1:

- **Day 1:**
  - Built database structure as well as structured out multilayer project for MVC.
- **Day 2:**
  - Found a basic theme to alter. Didn't like it altered most of it to my own likings.
  - Created Metadata and Models for the project and created required controllers.
- **Day 3:**
  - Worked on Employees controller and views, worked on style of website
- **Day 4:**
  - Worked on Tickets controller, went back to employees and altered UserID to auto suggest emails associated with Users table using Ajax, Jquery, and JSON.
- **Day 5:**
  - Overviewed needed items to complete basic CRUD functionality. Altered Employee views for a more organized layout.

Week 2:

- **Day 1:**
  - Ran through tech notes to automatically add notes to user's page via JSON and Ajax.
- **Day 2:**
  - Modified most of Soft Delete function to flip flop between true and false every time user clicks active/deactivate button.
  - Tried to modify Identity Model, didn't go so well as planned.
- **Day 3:**
  - Fixed problems caused by modifying Identity Model. Put finishing touches on website and its structure.

Austin Wiggins

(919) 637-4578
Austin.T.Wiggins@Outlook.com
www.ProjectWiggs.com

Web Developer

- 2+ years serving excellent customer service in challenging environments
- Known for great communication between coworkers and clients
- Recognized as the "problem solver" by previous employers and coworkers
- Concrete understanding of web development and middle-tier programming

Technical Skills

C#, C++, Java, HTML, CSS, JavaScript, SQL, Linq, ASP.NET, ADO.NET, Microsoft Visual Studio, SQL Server Management, Adobe Photoshop, Adobe Illustrator, Computer Hardware Technician

Work Experience

June 2016 - Present
Associate Manager

- Monitor compliance with health and fire regulations regarding food preparation and serving, and building maintenance in lodging and dining facilities
- Monitor food preparation methods, portion sizes, and garnishing and presentation of food to ensure that food is prepared and presented in an acceptable manner
- Count money and make bank deposits
- Investigate and resolve complaints regarding food quality, service, or accommodations
- Coordinate assignments of cooking personnel to ensure economical use of food and timely preparation

April 2015 - June 2016
Cook
- Maintained sanitation, health, and safety standards in work areas and then labeled items to organized them by priority
- Cleaned food preparation areas, cooking surfaces, and utensils
- Prepared food met requirements for quality and quantity

Education

September 2016 - January 2017
Centriq Training – *Full Stack Web Development*

Projects:

- Personal website: Created a ASP.NET MVC website with full functionality that displays multiple projects and information about my experience.
- Ticket Support Tracker - Created a secured ASP.NET MVC website that functions as a company's internal support page. Taking employees through an entire life cycle from submission, to support and closing of the ticket. As well as managers have the ability to manage their employee base and review departments, statuses, and tickets information.