Sean Horace

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SUMMARY

Software engineer with the proven ability to create and design responsive web applications and the corresponding database. Created the Genie app, an application designed to help users create and organize their list of gifts and the people they intend to buy them for. Pursuing a career and skills that will keep me challenged, I completed a mastery-based coding boot camp that focused on the MERN stack of technologies. I am now seeking to build a thriving career that allows me to satisfy my desire to solve problems while being creative.

SKILLS

- **Languages**: HTML, CSS, JavaScript
- **Frameworks**: Express.JS
- **Libraries**: React
- **Databases**: MongoDB
- **Authorization**: Bcrypt
- **Testing**: Postman
- **CI/CD**: GIT

In a developer role at your company I will...

- Code within company coding standards and styles.
- Write fully automated code tests in adherence to best practices.
- Learn how to leverage the current CICD pipeline in place.
- Build responsive frontend designs to spec per the UX design.
- Build out API routes per RESTful design structure.
- Diligently prioritize multiple projects to ensure timely results.
- Be coachable and accepting of constructive criticism.

EXPERIENCE

Albertsons' - Meat Department Clerk   **Arcadia, CA** Jan 2023 - Present
- Enhanced customer retention by delivering consistently high-quality and professional service, resulting in a warm customer experience.
- Met health and safety standards by implementing superior sanitation protocols, ensuring a safe shopping environment for customers.
- Boosted sales through meticulous organization of meat department products, maintaining an appealing and shopper-friendly layout.
- Ensured customer safety regarding food allergies by providing accurate and reliable product information, minimizing health risks.

Wells Fargo - Customer Success Specialist   **El Monte, CA** Jun 2019 - Apr 2022
- Resolved an average of 2,500 customer calls monthly by utilizing company resources to research and address issues, achieving efficient problem resolution.
- Maintained a customer experience score of 9/10 each month by providing timely and friendly service, ensuring high customer satisfaction.
- Addressed issues beyond my expertise by collaborating with specialized teammates, enhancing service quality and problem-solving efficiency.
- Consistently sought improvement and was open to criticism, which refined processes and boosted overall team performance.

PROJECTS

Be a Genie

A web application with authentication capabilities that allows each user to create a list of people they want to purchase gifts for and make a list of items the user will purchase for each person on their list. While building this project, I utilized my working knowledge of HTML, CSS, JavaScript, React, Axios, React-Router, Node.js, MongoDB, Bcrypt, Express.js, JSON Web Tokens, RESTful APIs, and building CRUD applications.
- Developed the API structure using RESTful methods, which streamlined data manipulation and improved server response times.
- Conducted multiple tests on all API endpoints using Postman to ensure successful CRUD operations, resulting in reliable and robust system performance.
- Implemented Bcrypt and Axios interceptors to securely manage and encrypt user authentication credentials, enhancing system security.
- Created a responsive front-end where each button executed appropriate CRUD requests, providing a seamless and efficient user experience.

EDUCATION

V School Coding Bootcamp

Learned industry best practices and practical software development standards with a focus on HTML5, CSS3, JavaScript, Node.JS, React, REST APIs, and MongoDB. Created and deployed mobile-first applications while learning new languages and frameworks by collaborating every week with a senior web developer.