Shaun

Lobsinger

33131 N Hidden Canyon Dr.

San Tan Valley, AZ 85142

T: 480-433-6235

E: [shaun.lobsinger@gmail.com](mailto:shaun.lobsinger@gmail.com)

W: <https://whoisshaun.com/>

# Objective

To innovate new web products with a focus on user experience within a supportive team environment.

# Education

### **MS - Human Factors (Applied Psychology) / 2015**

Arizona State University: Ira A. Fulton Schools of Engineering, Mesa, AZ

### **BS - Psychology / 2011**

Arizona State University: College of Liberal Arts and Sciences, Tempe, AZ

# Skills Summary

**Coding**  
HTML, CSS, SASS, ColdFusion, OOP PHP, Laravel 5, SQL, MySQL, JavaScript, jQuery, Angular, Vue.js, Bootstrap 3, GIT, User Experience Design, Prototyping.

**Research**   
Experimental design, statistical analysis, data collection, Axure, SPSS

**Technology**   
Microsoft Office Suite, Windows, Linux, OSX

# Experience

### **Arizona Federal Credit Union**

### Senior Web Application Developer / 6/2013 – Present

My role at the credit union focuses on full stack development, Linux server management, and user experience design. Acting as the sole web developer for the organization, I am responsible for collecting project requirements, creating work flows, developing prototypes, coding product and presenting solutions to our stakeholders.

I took the initiative to introduce GIT to the organization as well as implement BitBucket Server and Bamboo Server to provide a complete CI pipeline. I have worked on several business critical applications including two major redesigns of arizonafederal.org, an online membership application, and an online quiz game to coincide with an internet reality show.

### **GE Capital**

### Quality Analyst Team Lead / 7/2012 – 6/2013

With my promotion to Quality Analyst, I was tasked with maintaining existing web based products to assist call center employees. I also took the lead on creating new products based on call center needs. One example was a notes tracking application to help managers and Quality Specialists keep track of previous coaching sessions.

I was also responsible for conducting redundant call monitoring and coaching quality specialists to ensure interrater reliability and adherence to the quality cycle. I lead cross site calibration meetings to ensure all sites were in agreement with call scoring standards. Monthly, I compiled reports for management to show team’s effectiveness.

### **GE Capital**

### Quality Specialist / 3/2011 – 7/2012

As a Quality Specialist, I was responsible for listening and assessing the quality of call center employee interactions with customers. Monthly completion of assigned call goals was routine while providing assistance to team members. I also provided improvement coaching for employees not able to meet an acceptable quality score. Frequently I would apply coaching skills to assist with new hire training classes.

# Recent Projects

### **Remember Ernie (2016)** [**https://www.rememberernie.com/**](https://www.rememberernie.com/)

### Recently my father-in-law sadly passed away from cancer. I wanted to create a way to remember him and what better way for me to express my affection than with an online memorial site.

### This was a personal project so I worked on this during my free time, I took an open source Bootstrap 3 template and modified the layout to what I needed. I implemented vue.js and vue-resource to provide am AJAX form for family and friend to submit their memories of him. The backend was powered by Laravel 5.2 to handle the form data. I also created an easy approval process for posting memories. When a user submits a memory, an email is sent out to my personal inbox with the form data. If I approve, I simply need to click an approval link and the text will appear on the site. I also integrated a face book share button in the top navigation bar so family could easily share.

***Charming Events AZ (2016)***[**http://www.charmingeventsaz.com/**](http://www.charmingeventsaz.com/)

The owner of Charming Events AZ approached me and requested help in build a web precense to showcase her various rental items. I worked with her to collect requirements for the site and consult her on design and user experience. I coded the site with the help of Jigsaw, a PHP static site generator and leverated bootstrap 3.

***Arizona Federal Redesign (2015)***

[***https://www.arizonafederal.org***](https://www.arizonafederal.org)

The first redesign of arizonafederal.org focused on updating the non-member content of the site. The marketing director requested another update to merge all content together and provide a more streamlined design.

I worked as lead developer alongside our designer and a contractor whom assisted with coding out basic html views while I focused on the major site features like an email opt out form and a preapproval offer system. I upgraded the site to Bootstrap 3 and migrated the application from Cold Fusion to PHP with the Laravel 5 framework. I took this as an opportunity to update our work flow dramatically by introducing the organization to GIT version control; I then installed Atlassian BitBucket server to help manage our new repositories, and implemented Atlassian Bamboo to get a full CI pipeline in place.

***Arizona Federal Online Membership Application (2015)***

[***https://join.arizonafederal.org***](https://join.arizonafederal.org)

The marketing director requested an online solution to replace the in branch application process. I worked with the web designer to integrate the story of the credit union and the application process fluid experience.

I worked as lead developer on the project and implemented PHP and Laravel 5 to power the application. I leveraged First Data’s Clover API to process initial deposit payments and Amazon S3 to collect images of drivers licenses. I also created a backend interface so employees could process the new member. As of September 2016, over 20% of new membership applications are submitted through the online join app and it has become a business critical application to support new member growth.

***My Comeback (2015)***

[***https://mycomeback.arizonafederal.org***](https://mycomeback.arizonafederal.org)

Arizona Federal just signed a contract with NFL quarterback Kurt Warner and wanted to capitalize on the relationship by featuring him in an online reality show called My Comeback. This show focused on taking ordinary people with financial challenges and helping them take control of their financial future. The web designer and I worked on very tight deadlines to not only develop multiple sites for the game but also to provide new web content every week.  
  
I was senior developer on the project and oversaw 3 major phases. The first phase featured a teaser site to get people interested in an upcoming annoucement. Secondly, the site evolved into an informational site on how to enter the contest and submit videos for a chance to get picked as one of the contestants for the show. Finally, the site evolved into a hybrid Word Press / custom PHP application. I setup an installation of a Word Press site to allow the designer to customize, then I developed a PHP application for users to take quizzes to earn points for prizes throughout the show.

# 

# References

### **Prof. Russell Branaghan**

### Associate Professor – Arizona State University P: 480-276-0731

### **Jesus Islas**

### Digital Banking Manager – Arizona Federal Credit Union P: 623-418-1864

### **Kenneth Kephart**

### Power On Developer – Arizona Federal Credit Union P: 602-402-7867

### **Jonathan Jolly**

### Human System Analyst – General Dynamics P: 602-909-2869

Additional references available upon request.