

## Steven Theuerl

<https://github.com/Steven-Theuerl/portfolio>

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### Work Experience

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#### Gooblend

Supervisor

Pittsburgh, PA

November 2021 - November 2023

- Improved the quality and efficiency of stock management through comprehensive monitoring software and techniques, resulting in enhanced data accuracy and operational performance.
- Developed, implemented, and supervised multiple production schedules spanning 4-6 months, effectively guiding teams through distinct phases of operation.
- Led and mentored a team of 20 on dynamic operational processes, compliance regulations, and effective collaboration strategies to facilitate a cohesive and productive work environment.

#### IBEX Global

Supervisor

Remote

November 2019 - November 2021

- Increased the Issue Resolution of a team of 30 individuals by 40% through the development and implementation of comprehensive training programs tailored to the team's needs and resources.
- Identified systemic issues in the establishment of case ownership within the escalation process at a brokerage, leading to improved customer account security and enhanced customer satisfaction.
- Investigated discrepancies in the Terms of Service documentation for a company-provided service and presented findings to the Office of the President, resulting in revised documentation, customer compensation, and the prevention of potential legal action against the company.

### Projects

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#### Client Blog (Next.js)

- Utilized a Content Management System to empower a client with a tool that allows them to update and modify published information on their website independently, eliminating the need for hardcoding changes.
- Implemented Next.js to enhance page routing and streamline dynamic page creation, significantly improving the efficiency of content updates from the CMS.

#### Portfolio Site (React)

- Collaborated with a designer through Figma to create a responsive website that effectively showcases various projects and the skills acquired throughout their creation.
- Discovered and integrated dependencies that enhanced the functionality of the website, including Email/js to create a serverless email solution via a contact form.

#### Restaurant Application (React Native)

- Utilized AsyncStorage to manage a locally created database using Expo-SQLite, enabling a query functionality through an API while ensuring data persistence in storage when restarting the device or app.
- Established a global context with persistent data storage to establish a user onboarding and authentication flow, ensuring a seamless user experience.

### Skills and Technologies

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React, React Native, CSS, Tailwind, CMS, Expo, UX/UI Design, Figma, Web Hosting

### Education and Certifications

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#### Colorado State University

*Bachelor's of Science in Horticulture*

August 2021

#### Coursera

*Meta Front-end Developer Certification* February 2024

*React Native Specialization*

April 2024