# Steven Packard

## FULL STACK SOFTWARE DEVELOPER

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## Contact

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*GitHub: www.github.com/StevenPackard*

## Skills

- *JavaScript*
- *HTML/CSS*
- *C#*
- *.NET Core*
- *MVC pattern*
- *Vue.js*
- *MySQL*
- *Bootstrap*
- *NodeJs*
- *Agile Methodologies*
- *MongoDb*
- *RESTful webservices*

## Projects

### HomeScholar
Partner/Collaborator

- https://homescholar.herokuapp.com/
- Application made for homeschooling parents that helps them organize assignments and create a lesson plan using a calendar.
- Full Stack Application built using NodeJs, Vue.js, and MongoDb in collaboration with 3 other developers.

### 4Sight
Partner/Collaborator

- https://sp4sight.herokuapp.com/
- A "Trello" inspired application where users can create boards and lists to manage tasks
- Users can add collaborators to boards to complete group projects in an organized manner.
- Built with a focus on partner programming
- Full Stack Application built using NodeJs, Vue.js, and MongoDb

### Keepr

- https://sp4sight.herokuapp.com/
- A "Pinterest" inspired app where users can create and store "keeps" in "vaults" to share with others.
- Full Stack Application built using NodeJs, Vue.js, and MongoDb

## Profile

*Full-stack Software developer with a passion for problem solving. Well-rounded in both server development as well as front-end styling. Strong communicator with extensive experience in customer service. Highly motivated to expand skill-set and develop real-world applications.Go above and beyond to ensure customers, coworkers, and clients are listened to and respected to create a more productive environment.*

## Experience

Software Development Student   *CodeWorks 04/2020 - 07/2020*

- 13 week immersive flagship course completed
- 500+ hours learning and implementing best practices in software development in class.
- Built full stack applications.
- Implements SCRUM in planning out team projects.
- Collaborated weekly with many different individuals to build out projects and develop partner programming skills.
- Learned Figma, OOP, Auth0, MVC, and more..

**Customer Service Representative** *AT&T  12/2019 - 03/2020*

- Worked in loyalty department
- Processed orders, prepared correspondence, and fulfilled needs of existing customers that were at risk of cancelling services or orders.
- Addressed complaints with the goal of increasing satisfaction and securing renewals or saves
- Utilized soft skills to build rapport with customers and develop lasting relationships to help grow the business.

**Account Expert**   *T-Mobile 04/2016 - 10/2018*

- Worked as an account expert at T-Mobile call center
- Handled all facets of the business including selling new products, saving customer who are at risk of cancelling service, and supporting existing accounts.
- Addressed complaints with the goal of increasing satisfaction and securing renewals or saves
- Utilized soft skills to build rapport with customers and develop lasting relationships to help grow the business.
- Top performer in community. Ranked highest in NPS customer satisfaction scores.
- Worked with resource planning to develop more efficient staffing on weekends to better assist customer base.