

TROY EKDAHL

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Portfolio: <https://tekdahl92.github.io/React-Portfolio/>

PROFESSIONAL SUMMARY

Full Stack Web Developer using my background in customer service to build a more intuitive user experience on the web. Recently earned a certificate in full stack development from the University of Texas at Austin, with newly developed skills in JavaScript, CSS, React.js, and responsive web design. Known as a fun and innovative problem solver passionate about developing apps, with a focus on mobile-first design and development. With each project, my aim is to best engage my audience for an impactful user experience.

SKILLS

Languages: HTML/CSS, Javascript, React.js, **DataBases, Servers, API's:** Node, ES6, Handlebars.js, Express.js, MERN, Three.js, Object Oriented Programming, MySQL, MVC GSAP, Tailwind, Bootstrap, JQuery, JSON, Paradigm, Sequelize, Testing, MongoDB AJAX

PROJECTS

Get Lit Book Club

Interactive MERN Stack Application worked on by 5 members

The idea for Get Lit was originally conceptualized by our team member Sierra Nutt who was looking to develop an app that improves upon the groundwork that websites like goodread.com set forth. Why can't the utility of a social cataloging website be combined with a fun and fresh UI and UX? Get Lit aims to take the next step towards the future in which reading is promoted in a way that welcomes both experienced and new readers alike, through the wardrobe, into a world of wonder and possibility. My responsibility was the landing page of the project which utilizes *React* | *SASS* | *HTML5* | *Node JS* | *MongoDB* | *NPM* | *Three JS* | *GSAP*

Project Temporary Website: <https://get-lit-book-clubs.herokuapp.com/>

Getting-Up-RPG

Interactive Full-Stack Project worked on by 5 members

With this project our team desired to create a game that took into account a range of disruptive possibilities from benign ever day realities to comically absurd improbabilities that could disrupt the shared experience of a morning routine. In these difficult times it is our hope that "Getting up." acts as a humorous distraction from the oft ridiculousness of the human

condition. My responsibility on this project was the frontend which utilizes *HTML* | *CSS* | *Javascript* | *Node JS* | *Handlebars* | *NPM*

Project Temporary Website: <https://getting-up-rpg.herokuapp.com/>

PROFESSIONAL EXPERIENCE

11/2021 to 06/2022 **Service Operator**

CGI Group – Belton, TX

- Communicated basic support to non-technical internal users through desk side support services.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones resulting in a 95% satisfaction rate.
- Used ticketing systems to manage and process support actions and requests while also communicating requests to over 5 other support teams.
- Guided customers in identifying issues and explained solutions to restore service and functionality.
- Managed 20-30 calls a day and responded to technical support needs.
- Translated complex technical issues into digestible language for non-technical users.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.

01/2021 to 04/2021 **Order Selector**

HEB – Temple, TX

- Transferring 4000+ food/grocery products by utilizing variety of forklifts from warehouse to trucks.
- Procured merchandise and stored it in safely manner with zero to no downtime.
- Followed safety guidelines per company policies.
- Ensured that performed tasks meet company and productivity goals at a 100% correct product pickrate at 100% speed goal (ex. 60min time limit done in 60mins).
- Train to troubleshoot problems between communication with computer to outbound selector.

03/2015 to 12/2020 **Order Selector**

Walmart – Temple, TX

- Transferring 2500+ food/grocery products by utilizing variety of forklifts from warehouse to trucks.
- Procured merchandise and stored it in safely manner with zero to no downtime.
- Ensured that performed tasks meet company and productivity goals at a 100% correct product pickrate at 120% speed goal (ex. 60min time limit done in 48mins).
- Train to troubleshoot problems between communication with computer to outbound selector.

EDUCATION

09/2022

Certificate of Completion: Full Stack Web Development

University of Texas At Austin - Austin, TX

- Create full-stack single-page web applications using RESTful API routes and AJAX methods, and described how front-end applications communicate with back-end applications and databases.