

TROY EKDAHL

Killeen, Texas 76549

Phone:(254) 247-2461 | Email: troyekdahl@gmail.com

LinkedIn: <https://www.linkedin.com/in/troy-ekdahl-958431211/>

Github: <https://github.com/TEkdahl92>

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, Handlebars.js, Express.js, MERN, Three.js, GSAP, Tailwind, Bootstrap, JQuery, JSON, AJAX | DataBases, Servers, API's: Node, ES6, Object Oriented Programming, MySQL, MVC Paradigm, Sequelize, Testing, MongoDB |
|--|--|

PROJECTS

Get Lit Book Club

09/2022 - Present

Technologies : React | SASS | HTML5 | Node JS | Heroku | MongoDB | NPM | Three JS
MERN Stack Book club application aimed to continue improving our User Experience in such a way that it fosters a community of Readers. This was a team project consisting of 5 members and was to be completed in 6 days. My main focus was the landing page and making it user friendly while also making it unique to the application.

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

Getting-Up-RPG

08/2022 - 09/2022

Technologies : HTML | CSS | Javascript | Node JS | Handlebars | NPM
Full Stack mini game showing a day in the life of a bootcamp student. This was a team project consisting of 5 members and my main objective was making the front end of the project interactive and creative.

Project 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 99% satisfaction rate.
- Achieved a 95% performance rating on a weekly basis with calls lasting less than 10minutes and 0 downtime in-between each call.
- Resolved 20-30 calls tickets a day through efficient triaging of problems.
- Slashed down-time of members by 30% through effective routing of issues.

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

HEB – Temple, TX

- Collaborated with a team of 50+ partners to deliver 150,000 case product to stores across the state.
- Procured merchandise and stored it in safely manner with zero downtime.
- Achieved the goal of performing tasks to meet company and productivity goals at a 100% correct product pickrate at 100% speed goal (ex. 60min time limit done in 60mins).
- Assisted in 100+ hours of cleaning and maintaining a safe workplace off order picking hours.

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 downtime.
- Achieved the goal of performing tasks to meet company and productivity goals at a 100% correct product pickrate at 120% speed goal (ex. 60min time limit done in 48mins).
- Assisted 100+ new and veteran members in achieving the companies 100% speed goal.

EDUCATION

09/2022

Certificate of Completion: Full Stack Web Development

University of Texas At Austin - Austin, TX

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