CARL "TOMMY" ZUMSTEIN

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SUMMARY

Zealous designer with a strong background in configuring widely available applications for a diverse userbase of over 7,500 active users. Nearly 4 years of experience in user-centered design, coding, testing, and customer service.

EDUCATION

Certificate in UI/UX Design   Mar 2023
Coding Dojo

BS in Computer Science   Jun 2019
Seattle University

SKILLS

Programming

- Proficient in web development technologies (HTML, CSS, and JavaScript)
- Showcased the ability to troubleshoot and maintain legacy code for Seattle University's ERP

User-Centered Design

- Currently designing wahdudem.world a landing page for a suicide prevention foundation in Brooklyn, NY using Figma
- Implemented processes at Seattle University to allow for end-user needs to be part of requirements discovery and testing

Customer Service

- Consistently receive 5-star ratings on Jira tickets
- Known for efficiently identifying problems and effective communication

Leadership

- Facilitated the adoption of 5 technologies across several distinct user-groups
- Led testing sessions to assure quality for over 50 university processes
- Eagle Scout

EXPERIENCE

Application Engineer 1   May 2019 -
Seattle University – Information Technology Services   Current

- Designed and implemented a suite of online forms leveraging HTML, CSS, JavaScript, and SQL Server integrations to reduce time spent processing forms by 66%
- Developed custom ERP processes and UI screens that saved users over 400 person-hours
- Collaborated with over 25 stakeholders to determine needs, timelines, and implementation strategies
- Produced video trainings for the adoption of a new registration and course planning system
- Established more efficient service desk procedures that reduced ticket resolution time by 50%
- Administrated University Self-Service Portal

Workstation Engineer   Dec 2018
Seattle University – Information Technology Services   to May 2019

- Packaged Applications for use in a Virtual desktop infrastructure
- Distributed over 20 software updates