

Tor Francis

Philadelphia, PA | 678-790-2697 | torfrancis447@gmail.com | [linkedin.com/tor-francis](https://www.linkedin.com/tor-francis) | [Portfolio](#)

SUMMARY

A highly motivated and natural people-person developer with experience designing and developing full-stack and front-end applications in Ruby on Rails, PostgreSQL, and React. Proven ability to provide excellent end-users experience with years of experience in sales and customer service.

TECHNICAL SKILLS

AWS, REST, APIs, Ruby, PostgreSQL, Javascript, React, HTML, CSS, Nextjs, SQL, Github, Node.js, Excel, Remedy

TECHNICAL PROJECTS

Dev Hunt - [Github](#)

A job board app for candidates looking for developer jobs and companies looking to hire talent

- Implemented AWS S3 for document storage and Image storage.
- A full-stack application that follows RESTful API conventions including Authentication and Authorization.

Used front-end API for email notifications.

Gamer's Paradise - [Github](#) | [Demo](#)

An app where users can keep track of games they would like to play

- Created a React app using Bootstrap for the CSS and React Router for client-side routing.
- Utilized a frontend API to fetch Video game data to be able to search for games currently on the market.

EXPERIENCE

Bet365

Marlton, NJ

Customer Technical Support Advisor 06/2023 - Current

- Collaborate with cross-functional teams to perform web application testing, ensuring a high-quality user experience.
- Proactively troubleshoot and resolve technical issues related to software and network connectivity, ensuring minimal downtime and maximum user satisfaction.

Ainley's Search Group

Philadelphia, PA

Recruiter 06/2022 - 09/2022

- Consulted with clients to obtain a precise understanding of the technical job description and requirements to fill positions with high-quality candidates in the manufacturing industry.
- Played a key role in the successful acquisition of a major chemical manufacturer by recommending exceptional talent.
- Developed a candidate tracking spreadsheet, enhancing the efficiency of the hiring process and ensuring compliance with hiring requirements.

Frank's Recruitment Group

Philadelphia, PA

Recruitment Consultant 01/2022 - 05/2022

- Participate in business development to identify top accounts, target skill sets, and assess clients' ServiceNow needs.
- Negotiating employment offers for candidates in the ServiceNow industry.
- Assisted in the successful placement of candidates into client position vacancies.

Extra Space Storage

Philadelphia, PA

District Team Lead 05/2016 - 01/2022

- Created customized Excel templates for seasonal reports, enabling efficient price analysis and data-driven decision-making.
- Implemented a digestible Excel note generator, streamlining workflow and reducing account update time by 10%.
- Managed 7 different properties, overseeing up to 800 customers, ensuring high-quality customer satisfaction.

EDUCATION

Flatiron School

Philadelphia, PA

Full Stack Web Development program

- Rigorous coursework learning and applying the fundamentals of Javascript, React, SQL, and Ruby on Rails.

10/2022 - 03/2023

Penn State University

Philadelphia, PA

Bachelor of Science, Business Administration

05/2018