Tiace Ketelsen

San Antonio, TX • (402) 360-0378 • Tyketelsen@aol.com

[LinkedIn Profile](#) • [GitHub](#)

Professional Summary

Adaptable and results-oriented software engineer with a strong foundation in full-stack web development and a proven track record in technical support, customer experience, and team leadership. Skilled in building scalable applications using JavaScript, React, Node.js, and SQL. Known for efficiently solving complex problems, collaborating in Agile teams, and delivering intuitive user experiences.

Technical Skills

Languages & Frameworks: JavaScript, HTML, CSS, React.js, Node.js, Express.js, SQL

Databases: PostgreSQL, MongoDB

Tools & Technologies: Git, GitHub, RESTful APIs, Unit Testing, Socket.io

Development Practices: Agile & Scrum, Asynchronous Programming, Responsive Design

Other Skills: Debugging, Troubleshooting, Customer Support, Version Control

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Education

Springboard Software Engineering Bootcamp – Online

Software Engineering Certificate | Awarded August 2025

- Full-stack web development with hands-on projects using React, Node.js, RESTful APIs, and SQL.

- Emphasis on real-world problem-solving, debugging, pair programming, and Agile collaboration.

Projects

Lotería Online Game (Capstone Project)

- Developed a full-stack multiplayer game inspired by the traditional Mexican Lotería game.

- Built with Next.js, Node.js, MongoDB, and Tailwind CSS.

- Integrated Socket.io for real-time card calling, bot opponents, and interactive gameplay.

- Added custom image generation with ImagineArt API and secure user authentication.

Space Travel Management App

- Created a full-stack React application to manage spacecraft and planetary assignments.

- Implemented CRUD functionality, RESTful APIs, and responsive design.

- Included form validation and interactive components across devices.

Professional Experience

Senior Technical Support Specialist

Asurion | Remote | Oct 2022 – Mar 2025

- Delivered expert technical support and diagnostics for AT&T devices.

- Identified recurring product issues and escalated to engineering teams.

- Exceeded upsell targets by 25%, contributing $250K annually in revenue.

- Trained 15+ new hires, reducing onboarding time by 30%.

Customer Care Representative

Terminix | Remote | Apr 2025 – Jul 2025

- Resolved customer scheduling and service issues, improving workflow efficiency by 15%.

- Maintained 96% on-time appointment rate and ranked top 10% in first-call resolution.

- Documented technical issues and user complaints for internal process improvement.