

ANDREW J. RICE

ajrice1018@gmail.com • 850-543-7600

[LinkedIn](#) • [Github](#) • [Portfolio](#)

SUMMARY

Technical Professional with experience working with K-12 educators and administrators to best evaluate their technical needs from device refresh and repair, to what sort of asset management systems they should utilize. I've worked with the C-level of a school district to the teachers in the classroom to allow them to best utilize their school technology resources.

TECHNOLOGY SKILLS

Languages	JavaScript, HTML, CSS, SQL
Libraries	Node.js, React-Native, Express.js, Passport.js, Materialize, Bootstrap, React, Redux
Tools	Jira, Basecamp, VSCode, NPM, GitHub, HelpScout, ZenDesk, Salesforce, Capsule CRM

EMPLOYMENT HISTORY

Jet City Device Repair, Seattle, August 2015 – September 2019

Director of B2B Operations

- Built B2B division out of pre-existing school and small business customers
 - Main contact of C-level and enterprise level clients, used these relationships to maintain a 90% retention rate of largest schools and clients
 - Worked with Sales team to design and implement a sales and support communication pipeline, increased customer engagement by 4%
 - Utilized HelpScout to handle Customer Support and account monitoring increasing customer engagement by 8%
 - Used Excel to create a shipping rate monitoring system - reducing shipping costs by 7%
 - Increased customer retention by 18% by building out a Customer Success Team
 - Recognized by senior leaders for providing a positive working environment, earning a 100% employee retention rate
-

PROJECTS

Helping Hands - May 2019

MERN application created to help homebound individuals get and receive help with chores around their home

- Technologies: Node.js, React.js, Express.js, MongoDB, Heroku, Material-UI, React-Google-Maps, Scaledrone, Redux
- Responsible for designing Front End UI Flow and was delivered ahead of schedule by 1 week
- Handled integration of Google Maps API with form submissions, delivered 3 days ahead of schedule
- Managed application deployment to Heroku
- Supervisor in charge of doing code reviews and branch mergers, handled approximately 100 code pushes

Eco Alternative - April 2019

Full-stack application enabling users to discover eco-friendly products

- Technologies: Node.js, MySQL, Sequelize, Express, Handlebars, Passport.js
 - Built out user authentication portal utilizing JWT Authentication Template, delivered ahead of schedule by 2 weeks
 - Implemented API routing for product placement and categorization in database
 - Managed team assignments and version control through GitHub for a team of 4 developers
-

EDUCATION

Full Stack Web Development Certificate, University of Washington - 2019

Bachelor of Science in Chemistry, Bachelor of Arts in Environmental Studies, Florida State University – 2011

- 2009 FSU Mentored Research and Creative Award
- President's List All Four Years of College(4.0 GPA)
- Four years of Organic chemistry research in the lab of Dr. Igor V. Alabugin