

ALEX GOODE

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Software Engineer experienced in Full Stack Development and DevOps with strong background in Customer Service roles. Well-structured in approach to complex coding problems. Completed Thinkful's (Chegg Skills) Full-Stack Software Engineering Immersion Program, and Promineo Tech's Front-End Software Development Certification Program. Passionate about keeping up with latest tech and design trends. Flexible and open to relocation for in-person, hybrid roles. US Citizen.

TECHNICAL SKILLS

Frontend: React, JavaScript, HTML5, CSS3, Bootstrap, AJAX, State Management, Axios, UX/UI

Backend: Node JS, Express, Postgres, SQL, Knex.js, JavaScript, Rest API, Continuous Integration/ Deployment

Tools: Version Control w/ Git/ GitHub, NPM, Visual Studio Code, Mocha, Chai, Jest, Postman, DBeaver, Kanban

Additional: Test-Driven/ Mobile-First Development, Quality Assurance, Debugging w/ Chrome DevTools, Slack

Other: Branding/ Logo Design, Color Theory, Adobe Suite (Photoshop, Illustrator, InDesign, After Effects), Photo Editing, Project Management, Squarespace/ Wix Web Design

PROFESSIONAL EXPERIENCE

Freelance Software Engineer, [Neat Freak Cleaning Services](#), Remote 07/2024

- Engineered a full-stack website featuring a customer support chatbot and a secure, password-protected client-side interface for managing customer queries with CRUD operations on a PostgreSQL database. Utilized React for front-end development, and Node.js for back-end implementation.

Store Systems Specialist, Whole Foods Market, Newport News, VA 01/2024 - 08/2024

- Conducted daily network status checks to ensure data is available to regional team.
- Managed store price integration, conducting weekly audits to ensure < 1% error in all marketing/ tags.
- Oversaw all technology within store, acting as liaison to IT dept. for ensuring store operations.

401k Specialist, Paychex, Remote 12/2021 - 10/2022

- Skilled in managing inquiries, client data analysis and problem-solving within HRIS (Human Resource Information System) and Salesforce, ensuring efficient handling of 120+ weekly inquiries related to 401k.
- Expedited the resolution of client problems or complaints to ensure client satisfaction and retention.
- Assisted clients in navigating 401k plan features/ benefits, providing support to execute contribution changes, investment allocations, and other account changes.

Barista/ Key Holder, La Colombe, Philadelphia, PA 06/2020 - 09/2021

- Managed opening/ closing procedures, including cash handling and daily earnings reporting in a high-volume location.
- Prepared and served beverages with precision, ensuring an exceptional customer experience.

Supervisor, H&M, Richmond, VA 05/2015 - 04/2019

- Analyzed sales reports/ KPIs to find areas for improvement, correcting actions to boost store performance.
- Strategized department decisions driving department sales to consistently perform in top 5 of 26 in district.
- Oversaw daily floor operations, emphasizing optimal customer by enforcing best practices.

EDUCATION

Certificate, Full-Stack Software Engineering Immersion, *Chegg Skills* 05/2023 - 10/2023

- Acquired comprehensive knowledge of tech standards, focusing on React, Node.js, Express, Postgres with Knex.js, SQL, REST APIs, JavaScript, HTML/ CSS, testing w/ Mocha + Chai, Data Structures & Algorithms.
- Actively engaged with senior engineers and peers to expand proficiency in an agile framework, owning leadership of daily scrum meetings, navigating the full project lifecycle.
- Identified and resolved issues in software/ http requests through tracing code and detecting origin of issues.

Certificate, Front End Software Development, *Promineo Tech* 12/2022 - 04/2023

- Developed using JavaScript, excelling in object-oriented and functional programming, design patterns, unit testing, and debugging. Excelled in responsive design with HTML, CSS, Bootstrap, JQuery, and AJAX.
- Advanced in ReactJS, creating modular interfaces from basic JSX components to complex applications, emphasizing state management and performance optimization. Version control with Git.
- Integrated REST APIs with front end applications to fetch and manage data. Focused on asynchronous operations and effective state management using tools like Axios developing highly responsive interfaces.