

EVAN GENEST

Web developer, looking for more client and team facing roles

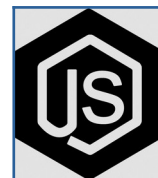
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GITHUB: <https://github.com/atom-box>

PORTFOLIO: <https://littlefurnace.com>



EMPLOYMENT

2020 January – 2021 April Web Developer at **OfficeSupply.com**, Madison, WI

- Working remotely, perpetuating Agile ceremonies per day and per sprint
- Writing a standalone production server to securely sequester all SFTP traffic in Node Javascript
- Bug Fixing and Feature Development with PHP, Python, Javascript, Git, Github,
- Testing with Sauce Labs, Cucumber, PHPUnit, Symfony
- AWS Cloud for dev environment and production
- Tweaking XML configurations to run multi-hour data imports from the vendors
- Setting the EDI stack to send and receive EDI messages correctly for new vendors

2017 December – 2019 October Customer Support at **Scooter Software**, Madison, WI

- Enterprise software case handling & management using our ticket-managing tool
- Deciding when to pass the problem up to Tier II or Tier III in the team
- Creating, improving, translating, and maintaining knowledge base articles
- Answering thirty tickets a day; handling technical questions/objections, providing solutions and workarounds to address customer needs
- Conducting technical demos, screenshare consultations with existing customers
- Editing tutorial videos using CamTasia
- Identifying the need and then authoring the colorblind accessibility plug-in
- Handling confidential and sensitive information and records with a high degree of discretion, diligence, and good judgment: Scooter's customers are 70% of the Fortune 100

2006-2017 teacher in New York City and elsewhere

- Self-motivated and able to work independently while still contributing the team's success
- Rapid rapport creation with strangers who are far different from me in culture, background
- Taking a blank slate and create orderly systems, inspiring long-term "customer" buy-in
- Writing weekly Excel lessons to adapt Forensic Science lab activities
- I taught at: Taiwan National High School in Hsinchu Taiwan, New York Public Schools NEST+M High School, Williamsburg Brooklyn Charter High School,

PROJECTS

Try out my tiny sites at <http://pikl.us> <http://drupal.farm>

HAVE USED IN A WORKPLACE

EXPERTISE (out of 10), Drupal: (4), OOP: (5), Node.js: (5), PHP: (5), Symfony: (6), CSS/HTML: (8), Javascript: (7), SQL: (8), Git: (7), Linux/BASH: (8)

HAVE USED IN A CLASS OR AT LEAST A HOBBY PROJECT

C, C++, Elm, Haskell, Python

PEOPLE SKILLS

My teaching background is an asset in interacting with clients. Outside of teaching I sought out training for facilitation and executed on that training by running breakout groups at Madison's city-wide justice meetings in 2019 and 2020. In 2020 I facilitated several conversations for MIT's LVN.org community conversations initiative.

EDUCATION

Masters of Science: Chemistry, The Ohio State University

Bachelors of Science: Environmental Science, Oakland University