

EVAN GENEST

Customer success engineer looking for customer facing support role that uses Javascript, SQL, PHP, et al

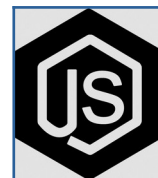
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GITHUB: <https://github.com/atom-box>

PORTFOLIO: <https://littlefurnace.com>



PROJECTS

Try out my deployed sites. They have been up for two years using Apache2 server on Ubuntu 18.04 at Digital Ocean rack. They were built mostly as exercises at Internet deployment and hosting:

<https://pikl.us> <https://clue.school> <https://drupal.farm>

EMPLOYMENT

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

- Wrote a Node.js server to segregate our network traffic; I went from 0 to 60 in asynchronous Javascript skills on that project. My server is in production handling the SFTP/FTP traffic in a stack at AWS as what Amazon calls a lambda function.
- Wrote PHP: (mostly) clean code to our PHP standards. Wrapper, Decorator, Factory patterns, Thin Controllers
- In Agile development process: spoke in daily stand-up meetings, rotated as leader of Retrospectives
- Bug fixed and designed new features using MySQL, Python, Javascript, HTML, CSS
- Testing was mostly: Sauce Labs, Cucumber, PHPUnit (run automatically by Jenkins CI/CD)

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

- Fielded questions for Windows / Mac / Linux users (70% / 10% / 20%)
- My desktop machines were VM Linux, Windows 10, and High Sierra MacOS
- Knew when to escalate problem tickets up to Tier II or Tier III in the team
- Answered thirty tickets a day; handled technical questions/objections, providing solutions and workarounds to address customer needs
- Conducted technical demos
- Saw a need for *beginners* docs: wrote the entire Scooter Software Gitbook for NON powerusers
- Re-made the tutorial videos, scripted, shot, then edited using CamTasia
- Realized the need and subsequently authored the colorblind accessibility module

2006-2017 teacher in New York City and elsewhere

- Taught the computer science course in C language and a little Python.
- This experience gave me great humility, patience, and people-listening skills
- It also made me assertive: in a people situation: when appropriate, I start conversations and improve the group
- Taught at: Taiwan National High School in Hsinchu Taiwan, New York Public Schools NEST+M High School, Williamsburg Charter High School, City University of New York Hunter College

2009 Hunter College Research Foundation work-study position, part time

- Wrote a data pipeline in Perl to measure probability of gene matches (bioinformatics)
- Used BASH shell scripts and Perl Regular Expressions to spot check DNA patterns

LANGUAGES USED PROFESSIONALLY

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)

LANGUAGES USED IN A CLASS OR AT LEAST A HOBBY PROJECT

C, C++, Elm, Haskell, Python

EDUCATION

Masters of Science: Chemistry, The Ohio State University

Bachelors of Science: Environmental Science, Oakland University