

ALAN TRIACCA

Scrum Master / Project Manager

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WEB DEVELOPMENT WORK

AllredFireTribe.com redesign - allredfiretribe.herokuapp.com

- I recreated the AllredFireTribe.com website. I added token authentication and other functionality, enhanced responsiveness, expanded product offerings, etc. Please click [here](#) to load it and explore.

Built with: JavaScript, React, Node.js, Axios, MongoDB, Express, Mongoose, HTML, CSS

devQuotes API project - at-devquotes.surge.sh

- I created this app for a React API project at V School's Full Stack JavaScript Development Bootcamp. I chose the Quotes on Design API for this project. The quotes revolve around development, coding, design, etc. The app allows the user to display random or filtered quotations then save for future viewing.

Built with: JavaScript, React, Node.js, HTML, CSS

PROFESSIONAL EXPERIENCE

V School, Salt Lake City, UT — *Teaching Assistant, Full (MERN) Stack JavaScript Development Bootcamp*

May 2019 – September 2019

- Teaching Assistant at V School's Full (MERN) Stack JS program, which focuses on HTML, CSS, JavaScript, Node.js, React, Express, and MongoDB.

Investools by TD Ameritrade, Draper, UT — *Client Services Specialist*

February 2007 - April 2018. Tier II Client Services March 2009 – July 2013 when position was dissolved.

- Provide support via cross-functional teams including being the primary liaison to the Dev Team and help manage trouble tickets in Jira and Confluence systems.

- Investigate and resolve escalated or urgent account issues for clients on behalf of management across all departments and support the Client Services team to ensure quality of service.

- Research complex issues and communicate with appropriate personnel in various departments for resolution.

Photronics, Inc., Milpitas, CA — *Account Manager, Sales*

November 2001 - January 2006

- Manage accounts of several Fortune 500 and other companies. Responsibilities included writing quotations, facilitating customer and internal meetings including scheduling; and managing the qualification processes for prospective new customers.

- Assemble and lead cross-functional teams to solve problems and develop corrective actions, facilitating customer and internal meetings; and managing the qualification processes for prospective new customers.

Photronics, Inc., Brookfield, CT — *Applications Engineer*

June 1994 - November 2001

- Manage projects including qualification processes for existing and prospective new customers by being the technical liaison and coordinating internal resources for scheduling, manufacturing and inspection.

- Work with internal and external customers to develop photomask procurement specifications and develop technological and manufacturing strategies.

- Create and implement cross-departmental procedures in accordance to ISO 9002 standards.

SKILLS:

General:

Problem Solving
Customer Service
Project Management
Strong Collaborative Skills
Interdepartmental Communications
Systems Management
MS Office

Web Development:

JavaScript, ES6, React, HTML, CSS, Node.js, Express, AJAX/HTTP, Mongoose, MongoDB, JSON, Git

Operating Systems:

MacOS: 10.8 to 10.14
Windows: XP, Vista, 7, 10

NOTABLE ACCOMPLISHMENTS:

Earned TD Ameritrade's top departmental annual performance award for FY 2016

Earned seven first place and five second TD Ameritrade quarterly departmental performance awards from 2015-2018

Two quarterly awards for 95% Client Satisfaction Index, TD Ameritrade's key metric

EDUCATION:

V School, Salt Lake City, UT - Full Stack JavaScript Development, 2019

University of Connecticut, Storrs, CT - BS, Business Administration

REFERENCES:

Julia Haskell, former manager at Investools by TD Ameritrade, 385-228-6233