ALAN TRIACCA

JavaScript Web Developer

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WEB DEVELOPMENT WORK

Quotation generator using the Quotes on Design API

– Randomly generate quotations via the Quotes on Design API
Built with: JavaScript, React, Node.js, HTML, CSS

MyNewApp-app — *atriacca.com*

– coming soon…

– … to a theater near you
Built with: JavaScript, React, HTML, CSS, Node.js, Express, Mongoose, MongoDB

PROFESSIONAL EXPERIENCE

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

February 2007 - April 2018

– Provide quality service to customers, regarding accounts and computer system issues, through phone, chat and email support.

– Area owner of the Investools KnowledgeBase. This includes creating and editing internal and client facing self-help/DIY articles using Jive Software, Snagit, MS Office, etc.

– Area owner of LivePerson, the Live Chat and email support application. This includes developing and maintaining its systems and templates as well as training and evaluating agent quality standards.

– Provide support via cross functional teams including product drawdown and Bugs teams as well as reporting and managing technical development issues.

– 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.

Photronics, Inc., Milpitas, CA — *Applications Engineer*

June 1983 - January 2006

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

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

SKILLS

Web Development:

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

Operating Systems:

Windows: XP, Vista, 7, 10, MacOS

NOTABLE ACCOMPLISHMENTS::

Earned my department's annual performance award.for FY 2016

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

Two quarterly awards for 95% CSI

EDUCATION

V School, Salt Lake City, UT – *Full Stack JavaScript Web Development*

2019

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

REFERENCES

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