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| **ALAN TRIACCA**    **JavaScript Web Developer** | Midvale, Utah  **408-656-8146**  [atriacca@yahoo.com](mailto:atriacca@yahoo.com)  Github: [atriacca](https://github.com/atriacca)  LinkedIn: [alantriacca](https://www.linkedin.com/in/alantriacca/)  Website: [alantriacca.com](http://alantriacca.com) |
| **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, CSSMyNewApp-app — [*atriacca.com*](https://atriacca.com) - coming soon...  - … to a theater near you Built with: JavaScript, React, HTML, CSS, Node.js, Express, Mongoose, MongoDBPROFESSIONAL EXPERIENCEInvestools 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** |