Brian Montenegro | Portfolio | bmonten3@asu.edu | (928) 388-8477 | linkedin.com/in/brian-a-montenegro

Full Stack Developer | Client Service Advisor

With a Bachelor of Science in Informatics (emphasis in Software Engineering), expertise in full stack development and technologies such as JavaScript, React.js, ASP.NET, MySQL, Python, MongoDB, and Agile methodology, I strive to create solutions that bridge the digital divide. My experience includes developing complex web applications, optimizing user experiences, leveraging machine learning for actionable insights, and adhering to best coding practices for scalability and maintainability. Let's work together to build software that makes a difference.

Qualifications | Skills | Technology Stacks

ReactJs | NodeJs | MySQL | MongoDB | Agile Methodology | HTML/CSS/Javascript | Python | ExpressJs
UI/UX Design | Object Oriented Programming (Java) | Microsoft Suite | PowerBI | Adobe XD | GIT
Version Control | ASP.NET | RDMS (Access) | C++ | Docker | Restful APIs | CI/CD | CRM| Asana

Education

Arizona State University - Bachelor of Science (B.S.), **Informatics**   2020-2024
emphasis in Software Engineering
- **Relevant Coursework**: Applied Data Structures and Algorithms, Object Oriented Programming, Full Stack Web Management Information Sys, Web Design & Development, IoT, SQL RDBM, ML

Certficate, Media Arts & Sciences   2024
- **Relevant Coursework**: Digital Culture, UI/UX Design (Figma, Axure), Programming for Media Arts

Experience

Bit Space Development Ltd. - Full Stack Developer   Jan 2023 - Dec 2023
Internship
- Contributed to the development of an ongoing **analytics dashboard** project at Bit Space Development Ltd., utilizing **React.js, ExpressJs, and .NET** for front-end and back-end development.
- Implemented data visualization features and real-time updates, optimized **MySQL** performance, and collaborated with UI/UX designers in **Adobe XD**.
- Dove into the development of a **Python-based** dashboard for device management, model deployment, and inference, improving the efficiency and accuracy of **data collection and analysis.**
- Actively participated in **Agile processes** to ensure continuous delivery and iterative improvement.
- Employed best coding practices, including **component-based architecture** in React.js, SOLID principles in .NET, and **RESTful API** design with Express.

First Citizens Bank - Client Service Advisor   August 2023 - Present
- Assisted corporate clients with a wide range of **bank products**, including depository, cash management, investment, and international products.
- Offered **technical support** on various platforms, conducted **walkthrough sessions** for special corporate **finance reporting**, and addressed troubleshooting for online banking tools, payment modules, and **QuickBooks**.
- Provided exceptional **corporate/client support** via **email** and **phone** channels, resolving inquiries on general bank requests, bank products, card servicing, and technical issues.

Microsoft - Xbox Ranger (Customer Support Technical Lead)   Dec 2021 - Aug 2023
Contractor

- Facilitated **direct engagement between** internal development, engineering teams, and advocates, resulting in net **faster resolution** of complex issues and better communication between teams
- Offer **call center-based support** to advanced advocates and **driving key KPIs** such as first call resolution and quality goals in regards to **Microsoft and Xbox products/policy**
- **Oversaw a team,** leveraging leadership skills, of documentation administrators and implemented processes to **improve documentation accuracy and completeness**
- Developed strategies to increase access to specialized tools for advocates, resulting in more **efficient issue resolution** and higher **customer satisfaction**

Key Projects

Personal Porftolio - https://bmonten3-github-io.pages.dev/ - Deployed
- **Description**: Developed a personal portfolio website to showcase projects, skills, and contact information.
- **Technologies**: ReactJs, TailwindCSS, Node.js, Vite, GIT, HTML/CSS/JS
- **GIT** version control for **CI/CD** as projects section continues to grow

CRUD Web Application - Express Minimal List - Source code provided in respective Github repo
- **Description**: Created a **RESTful API** to support a simple to-do list application using Express. Implemented **SQLite** database, security features, and **authentication**.
- **Technologies**: Node.js, ExpressJs, HTML/CSS/JS, SQLite, Handlebars

MERN Full Stack Web Application - Expense Tracking + Visualization - Source code pending
- **Description**: Built a **complete** expense tracking application using the **MERN** Stack (MongoDB, Express, ReactJS, and Node.js). Set up the back-end with Node.js and Express, connecting it to a MongoDB database. **Integrated CORS** for secure API access and implemented **user authentication** for managing and **analyzing expenses**. Created a **dynamic and interactive front-end** with ReactJS.
- **Technologies**: MongoDB, Express, ReactJS, Node.js

Portfolio ┃ bmonten3@asu.edu ┃ (928) 388-8477 ┃ linkedin.com/in/brian-a-montenegro