
Calvin Freese

Full Stack Web Developer

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Results-driven, technology enthusiast. Passionate about delivering creative, functional websites.

SKILLS

Problem Solving - Communication - Empathetic Leadership - Collaboration
Debugging - Active Directory - IdentityIQ - HTML5 - CSS3 - Bootstrap -
JavaScript - jQuery - Ajax - Node - Git - GitHub - VSCode

EXPERIENCE

UNFI, Eden Prairie, MN

FEB 2016 - PRESENT

- **Access Provisioning Supervisor, 03/2020 - Present**
 - Promoted to Access Provisioning Supervisor because I demonstrated strong leadership and development skills.
 - Provide direction and guidance to team members on how to proceed with complex or abnormal tickets.
 - Perform annual review of associates, outlining successes and areas of improvement.
 - Track performance of team members and work with them to outline their career development goals.
 - Collaborate with other teams to outline Access Provisioning's role in new processes
- **IT Business Delivery Analyst, 07/2019 - 03/2020**
 - Promoted to IT Business Delivery Analyst of the Access Provisioning team during company merger/acquisition..
 - Recorded legacy processes for both legacy companies.
 - Merged legacy processes together and improved upon those processes to streamline ticket turnaround and to unify both teams while migrating to one toolset.
 - Performed weekly audits of tickets to monitor quality assurance and deter audit violations.
- **IT Specialist II, 09/2018 - 07/2019**
 - Promoted to IT Specialist II due to two consecutive years of outstanding performance.
 - Provided two solutions involving automation for an outdated website that housed team tasks. As one solution, I took it upon

myself to learn how to code and build an entire website. The other solution was built in Microsoft flow and populated to a dynamic Sharepoint list.

- Scaled down knowledge documents owned by Command Center from 2600 to 400 by retiring outdated documents, rerouting documents to appropriate owners, and consolidating duplicate or similar documents.
- Outlined process flow for distribution orders using Visio.
- **IT Specialist I, 02/2016 - 09/2018**
 - Monitored and worked ticketing queue based on priority.
 - Assessed requestor's authenticity and business justification to grant elevated access to perform emergency fixes.
 - Performed JCL overrides and dataset adjustments to resolve failed mainframe jobs.
 - Connected with multiple support teams to document severity and solutions for mainframe jobs.

Geek Squad, Shakopee, MN - Consultation Agent

JULY 2014 - FEB 2016

- Interacted with clients and performed initial troubleshooting for various client devices.
- Kept daily audit reports of units in queue, and provided updates of repair status to clients.
- Aided in the restoration and repairs of client units which included hardware and software installations, data transfers, and virus removals.

EDUCATION

University of Minnesota College of Continuing and Professional Studies, St. Paul, MN

Full Stack Web Developer Certificate - DEC 2020

Accelerated part-time program that provides curriculum on full stack programming, and experience collaborating on teams to create front-end and back-end coding solutions. Projects are geared towards solving for user-oriented problems, requiring empathy and ingenuity, as well as skills with various coding languages.

Art Institutes International Minnesota, Minneapolis, MN

Attended the Visual FX and Motion Graphics program for five quarters. Took generals and course specific classes.