# Charlie Sands

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## SKILLS

- Experienced in *HTML, CSS, JavaScript, C#, .NET, Node.js, Vue.js, MongoDB, SQL, Git,* and *Github*
- Passionate about making applications functional and working with back-end languages and frameworks
- Able to overcome challenges and enjoys debugging errors and deciphering logic problems to create a functional product
- Provides excellent communication to team and able to interact with clients, remaining calm under pressure
- Exceptional time management skills in providing timely reports to engineers on product testing with HP (2002)
- Over 18 years of customer service, technical support and testing experience in various roles
- Seeking a challenging and gratifying opportunity, growing personal development skills and embracing excitement for technology

## EXPERIENCE

**Software Developer Student**, Boise CodeWorks                                              2018

- Over 520 hours of front and back-end development building real world applications through development life-cycle
- "KanBan"- *Trello* inspired board to assist in project management and organization. Utilized partner programming, brainstormed design and functionality concepts and co-built project. Built with *Vue.js, Node.js,* and *JavaScript*
- *"*Capstone" (Fitness Tracker)- A group project building out a fitness application challenging users daily and testing their fitness limits. Collaborated with peers to accomplish a greater goal and build full scale application. Developed with *JavaScript, Node.js,* and *Chart.js*
- Participated in 24-hour hack-a-thons, utilzing *Scrum* methodologies to brainstorm and communicate effectively on project

**Tier II Tech Support,** Sykes                                                               2017-2018

- Provided final resolution for customers after being escalated, assisted with Google Nest products
- Maintained over 90% customer satisfaction rating, four months held stable at 100% satisfaction which was unheard of
- Managed customer and client calls effectively and efficiently in a complex, fast-paced and challenging call-center environment

**Technical Support,** All West Communications                                              2004-2012

- Supervised call center operations and managed overnight call flow, updating client account procedures
- Assisted with final resolution on behalf of clients, providing exceptional service and de-escalating customers

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## EDUCATION

*Full Stack Development,* Boise CodeWorks                                                    2018
*Certificate of Completion*

University of Phoenix                                                                        2005-2006
*General Studies*

Southern California International College                                                    1999
*Networking Technician Certification*