

Clayton Hensley

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San Ramon, CA 94583

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Skills

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- **Programming Languages:** Proficient in HTML5, CSS3, JavaScript (ES6+)
 - **Front-End Development:** Skilled in creating responsive web designs using frameworks like React.js and Vue.js. Experience with front-end tools such as Webpack, Babel, and npm.
 - **Back-End Development:** Knowledgeable in server-side languages like Node.js and Express.js. Understanding of RESTful API development and GraphQL.
 - **Database Management:** Experience with both SQL (MySQL) and NoSQL (MongoDB) databases. Ability to design, query, and manage databases effectively.
 - **Version Control and Collaboration Tools:** Proficient in using Git and GitHub for version control. Experience with collaborative coding and code review practices.
 - **Testing and Debugging:** Skilled in writing unit and integration tests using frameworks like Jest. Ability to debug code efficiently in various development environments.
 - **DevOps and Deployment:** Proficiency of deployment using platforms like Heroku and Render.
 - **Soft Skills:** Strong organizational, critical thinking, and time management abilities. Adept at problem-solving, communication, and quick learning of new skills.
 - **Other Technical Skills:** Knowledgeable in Windows 10, Mac OS, Microsoft Office, Google Suite, Zoho, Zoom, Slack.

Experience

Total Customer Connect / Help Desk Agent

May 2023 - Current, San Ramon CA

I am responsible for providing efficient and comprehensive technical support to clients, primarily car dealerships, for a range of software products. My role involves swiftly addressing and resolving support tickets, offering troubleshooting and guidance on various software tools including maintenance menus and DMS tracking. Collaborating closely with other team members, I contribute to the continuous improvement of our support services by providing feedback on software performance and usability issues. This role demands strong problem-solving skills, exceptional customer service abilities, and a commitment to staying informed about new product developments and updates.

All Systems Global / Project Manager

April 2022 - December 2022, San Ramon CA

Communicate with stakeholders to identify project needs such as resources, staff, and finances to align on expectations. Assign tasks to service technicians to ensure access control systems and security cameras are installed in line with deadlines. Develop dashboards for cloud-based cameras and access control systems so that clients are able to easily access key data. Provide training of access control/ security camera dashboards to clients to ensure positive ongoing experience with products. Lead weekly meetings with service technicians to monitor project milestones and deliverables. Monitor costs of projects to ensure projects are properly billed.

Norcal Ambulance / EMT - B

April 2020 - April 2022, Dublin CA

Provided patient care in the ambulance and on scene to ensure safety and comfort of the patient. Communicated with patients and their families throughout transportation to address needs and reassure them. Performed first aid treatment or life support care to patients in prehospital settings. Communicated with dispatchers and treatment center personnel to provide patient care information with nurses and other healthcare staff. Documented previous medical history of patient as well as all actions performed in transportation to ensure key personnel were aware of all pertinent information prior to treating the patient. Assisted nurses and respiratory therapists when transporting critical care transportation, neonatal intensive care unit, and pediatric intensive care unit patients. Trained new hires on field practices and documentation to ensure a consistent patient experience was maintained.

Certifications/ Education

- UC Davis Full Stack Web Development Bootcamp - UC Davis
- Comptia ITF+ certification 2023 - Comptia
- Comptia A+ certification 2023 - Comptia
- Fundamentals of Project Management 2022 - Coursera
- Career Essentials in Data Analysis by Microsoft and LinkedIn 2023 - LinkedIn Learning
- Essential New Skills in IT Administration 2023 - LinkedIn Learning
- Networking Foundations: Networking Basics 2023 - LinkedIn Learning
- Field Training Officer - NORCAL Ambulance - 2021
- Sonoma State University - Rohnert Park, California - December 2018 - Coursework in Early Childhood Studies