CHEYENNE SHELTON

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SUMMARY

A highly motivated, resourceful, and detail-oriented front end web developer, with demonstrated experience in help desk operations, testing and troubleshooting, reporting, documentation, policies and procedures, end-user support, process improvement, design and development. Displays strong analytical and problem-solving skills while resolving complex problems and adapting to changing needs. Provides strategic solutions that optimize workflow processes and deliver consistent results. A versatile top performer, who enables a company to maximize efficiencies and ensure organizational successes.

EXPERIENCE

WINDSTREAM, Little Rock, Arkansas
Software Engineer I, 2020-2025

- Supported customer-facing apps, using Angular and TypeScript.
- Corresponded with stakeholders to plan new features and designs.
- Provided wireframe designs, using Figma for new features and new products.
- Maintained existing features with direction from business leaders.
- Ensured Agile development process to develop the product at a regular pace.
- Ingested new and updated API into app.
- Utilized Swagger to view API details and check functionality.
- Refactored aging code using HTML, CSS, and TypeScript.
- Reviewed code and gave feedback using Azure DevOps.
- Evaluated apps for possible improvements.
- Planned action items for improving evaluated app areas.

UNIVERSITY OF ARKANSAS DIVISION OF AGRICULTURE, Little Rock, Arkansas
Professional Assistant, 2020

- Developed web apps, using Django, JavaScript, CSS, and HTML.
- Designed concepts to be implemented, using Adobe XD.
- Collaborated with stakeholders to plan new features and designs.
- Monitored development schedule and rolled out apps and patches accordingly.
- Developed designs to work within accessibility guidelines and laws.

UNIVERSITY OF ARKANSAS DIVISION OF AGRICULTURE, Little Rock, Arkansas
Technical Assistant I, 2019-2020

- Supported all 75 counties in Arkansas with technical expertise.
- Responded to multiple tickets concurrently.
- Solved issues remotely as well as locally.
- Created concise and easy to digest instructions for Multi-Factor Authentication.
- Collaborated on website redesign writing custom HTML and CSS using OU Campus.
- Deployed images to computers and set up computer environments.

UNIVERSITY OF ARKANSAS AT LITTLE ROCK COLLEGE OF ENGINEERING AND INFORMATION TECHNOLOGY, Little Rock, Arkansas
Help-Desk Technician, 2016-2019

- Diagnosed issues in various software and hardware while offering excellent customer service.
- Communicated with staff and students in a professional environment.
- Solved multiple tickets concurrently and completed them in a timely manner.
- Learning quickly on the job.
- Maintained and updated machines on various operating systems including Mac OS, Windows, and HP Thin Pro.
- Supported hardware of machines out of warranty.
- Drafted user documentation.

EDUCATION

UNIVERSITY OF ARKANSAS AT LITTLE ROCK, Little Rock, Arkansas
B.A., Web Design and Development, Minor in IT and Digital Graphics

TECHNICAL SKILLS

Angular, TypeScript, Figma, Adobe XD, Photoshop, Illustrator, HTML, JavaScript, CSS, SCSS, Azure, GitHub