Jonathan Jamel Holloway Crown Point, IN 46307 (708) 465-2230 mrjonathanjholloway@gmail.com | LinkedIn: [linkedin.com/in/jonathanjholloway](https://www.google.com/search?q=https://linkedin.com/in/jonathanjholloway) | Github: <https://www.github.com/codejoncode>

**PROFESSIONAL SUMMARY**

A hardworking, self-motivated, and highly organized individual with a strong background in quality assurance, customer service, and full-stack engineering. Proven ability to analyze complex problems, implement effective solutions, and mentor others. Experienced in developing intuitive, scalable applications with a focus on security, accessibility, and performance, and adept at navigating complex technical challenges to ensure resilient platforms and seamless user experiences. Scrum certified with three years of fully remote development experience.

**SKILLS**

* **Computer Languages**: Python, JavaScript, PHP, HTML & CSS, SQL, TypeScript, C#
* **Web Technologies**: React, Next.js, Angular, Node.js (Express), Django, .NET, ASP.NET, REST APIs, GraphQL
* **Databases**: PostgreSQL, MS SQL Server, MongoDB
* **Cloud & Tools**: Azure, CI/CD Pipelines, Git, ElasticSearch
* **Methodologies**: Agile (Scrum, Kanban), UI Testing, TDD, Test Automation
* **Other Skills**: Type 70 WPM at 95%+ accuracy, Basic knowledge of hardware, Basic knowledge of Computer Security, 7+ Years of customer service experience (ranging from sales to technical support), Technical Mentorship, Attention to detail, Problem-solving, Communication

**EXPERIENCE**

**Full Stack Engineer Intern - Technical Consultant** – (Financial Company, Technology Company, Farming Company, Restaurant & Food Company) Perficient, Inc. | Remote - Chicago, IL | 2019–2023 (hybrid-remote)

* Integrated into a high-stakes debugging team, collaborating with multiple development teams and senior architects to analyze algorithm malfunctions, document findings, and drive strategic fixes.
* Developed a targeted Jest testing framework to boost test coverage and preempt future regressions, reinforcing platform stability.
* Mentored junior developers through hands-on peer programming, fostering a culture of collaboration and continuous improvement.
* Led the design and implementation of a fully remote leave management system during the pandemic, introducing ‘Rescind’ and ‘Edit Leave’ features to empower employees and ensure operational continuity.
* Enhanced ElasticSearch filtering algorithms to dramatically accelerate data retrieval.
* Collaborated across teams, managing the Scrum backlog and sharing technical insights.
* Architected a seamless currency conversion tool by integrating a third-party API, addressing user frustrations.
* Developed reusable frontend components that standardized order visualization and price conversion.
* Diagnosed and resolved backend issues, reinforcing platform stability and boosting customer satisfaction.
* Engineered a robust defense mechanism against thousands of attempted cyber breaches, preserving data integrity.
* Spearheaded ADA compliance updates for vending systems, ensuring full accessibility.
* Automated financial dashboard processes to streamline supervisor tracking and fortify system reliability.

**Technical Teaching Assistant / Labs Team Lead / Project Manager** (Remote) Bloom Institute of Technology | 2018 - 2019

* Led a mastery-based learning program, providing individualized guidance that resulted in a 100% graduation and project pass rate for struggling students.
* Delivered interactive live lectures and hands-on coding sessions, merging technical instruction with real-world problem-solving.
* Coordinated project timelines and managed team activities, fostering a collaborative environment.

**Quality Assurance Analyst** Teleperformance USA Horizon NJ Health | June 2016 – 2018

* Listened to random calls of customer service representatives, analyzing for quality and improvement.
* Created ways to assist other analysts in reaching goals and improved teaching methods using created tools.
* Assisted supervisor with Excel and created calibration scorecards, reports, and led meetings.
* Provided quality feedback to agents to help them make adjustments and avoid repeated errors.

**Customer Service Representative - Inbound Customer Service** Teleperformance USA Horizon NJ Health | April 2016 – June 2016

* Assisted with medical benefits and desires, such as searching for specialists or changing primary care physicians.

**Inbound Customer Service - Technical Support** Teleperformance USA H&R Block | January 2016 – April 2016

* Assisted customers with website issues, including resolving error messages.

**Customer Service/Sales Representative** ORC Protel | August 2015 – December 2015

* Sold services to calling customers, providing details such as price and setting up installation dates and account information.

**Responsible for Laundry Quality** Hotel Julien Inn | Dubuque, Iowa 52002

* Responsible for the quality of laundry washing, drying, and stocking.
* Kept track of details of issues with products.

**Inbound Customer Service** WS Live | Dubuque, Iowa 52002

* Assisted customers with signing up for membership.
* Attempted to retain customers who desired to cancel membership.

**Troubleshooter (Phone Support)** McGraw Hill | Dubuque, Iowa 52002

* Troubleshooting with customers over the phone.
* Demonstrated attention to detail and the ability to efficiently resolve issues.

**Loader/Unloader** Nordstrom | Dubuque, Iowa 52002

* Loaded and unloaded trucks.
* Removed seals and sealed trucks.
* Processed merchandise for shipping to stores.

**SIDE PROJECTS**

Fleek Session - Events App -https://github.com/codejoncode/eventsApp

* **Engineered a full-stack Events App from scratch:** Designed and implemented an intuitive, responsive platform for creating, managing, and discovering events using modern web frameworks. Incorporated real-time notifications, secure user authentication, and calendar integration to deliver a seamless user experience.
* **Optimized user engagement and system reliability:** Leveraged iterative development to integrate feedback-driven improvements, ensuring efficient data handling and accessibility. The project showcases end-to-end development skills from initial architecture to final deployment.

#### Crypto currency Dashboard [codejoncode/crypto-dashboard](https://github.com/codejoncode/crypto-dashboard) - [codejoncode/crypto-dashboard-be](https://github.com/codejoncode/crypto-dashboard-be)

**Built a full-stack financial dashboard** using React (with Context API), Styled Components, and CSS Grid, connected to a custom Node.js/Express backend. Designed to showcase data modeling, API integration, and UI flexibility for presenting live or simulated financial datasets.

#### Larkist <https://larkist.com>

**Project Manager** – Larkist (https://larkist.com)

AI-Powered Full Stack Application | Anti-Bullying & Sentiment-Driven Social Enhancement

• Spearheaded end-to-end development of Larkist, a full stack AI-powered platform designed to detect and block online bullying while curating emotionally intelligent content lists to enhance user experience on Twitter.

• Led a cross-functional team of 5 software engineers and 3 data scientists, overseeing architecture, sprint planning, and feature delivery from inception to deployment.

• Directed product strategy, UX design alignment, and AI model integration to ensure real-time sentiment analysis and timeline optimization.

• Championed a mission-driven approach to social media, transforming timelines into safe, engaging, and personalized spaces.

**EDUCATION & CERTIFICATIONS**

* **Certified Scrum Master** | 2020
* **Certified Full Stack Developer** – Bloom Institute of Technology | 2019
* **Creative Problem Solving Certificate** – University of Minnesota | 2014
* **University of Dubuque** (Incomplete) | 2003–2006
* **Thornton Fractional South High School** – Graduate | 2003
* **Managing Food & Beverage Companies Certificate** – SDA Bocconi School of Management
* **CodeCademy.com** – Python, JavaScript, HTML&CSS, JQuery, PHP, Ruby, Ruby On Rails, SQL (Computer Languages)
* **Alison.com** – Fundamentals of Network Security Certificate, Diploma in Statistics, Diploma in Operations Management, Diploma in Project Management, Diploma in Customer Service