

## **Cory Smith**

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## **Application Developer**

Enthusiastic and detail-oriented Application Developer with a passion for creating innovative solutions. Skilled in C#, .NET, and front-end development, I am dedicated to enhancing user experiences and delivering high-quality, scalable applications. Adept at working in fast-paced environments, collaborating with teams, and utilizing cutting-edge technologies to drive results.

## **Education**

### **Associate of Applied Science in Computer Science**

*Texas State Technical College – Waco, TX*

**GPA: 4.0** | *Graduated: May 2023*

- **Phi Theta Kappa Honors Society** – 2023

## **Certifications**

- **Java Developer Certificate 1** | Texas State Technical College – 05/2023
- **Mobile App Certificate 1** | Texas State Technical College – 05/2023

## **Work Experience**

### **Application Developer**

*Neighborly – Irving, TX*

*08/2023 – Present* | Full-time

- Developed a rules engine for a call center application, improving customer satisfaction by 25%.
- Maintained and optimized API endpoints, reducing system downtime by 75% and increasing overall reliability.
- Collaborated with an offshore agile team to introduce a key feature, reducing customer complaints by 75%.

### **Store Manager**

*Hollywood Feed – Mansfield, TX*

*12/2018 – 06/2023*

- Led sales and customer service initiatives, achieving consistent growth in sales and improving customer retention.
- Managed daily store operations, including inventory management, team supervision, and customer service excellence.

## **Tile Department Manager**

*Floor And Decor – Austin, TX*

*12/2015 – 12/2018*

- Directed team efforts in the tile department, ensuring high customer satisfaction and accurate product inventory.

## **Skills**

### **Technical Skills:**

C#, Java, ReactJS, Python, PHP, SQL Server, MySQL, PostGres, HTML, JavaScript, Mobile Application Development

### **Tools & Platforms:**

Adobe Creative Suite, Microsoft Office, Visual Scripting, Point of Sale Systems

### **Additional Skills:**

Customer Satisfaction, Sales Management, E-commerce, Loss Prevention, HR Development

### **Interests:**

Disc Golf, Music Production, Video Games, Computer Building

## **Projects**

### **Full-Stack Development: C# and .NET Back-End with Advanced JSON Payload Validation**

Spearheaded the architecture and development of a full-stack solution, focusing on building a resilient and scalable back-end using C# and .NET. Created custom API endpoints to handle diverse HTTP requests and implemented complex validation logic for JSON payloads, ensuring data integrity and robustness. Collaborated closely with front-end developers to maintain seamless interaction between the back-end and user interface, delivering a cohesive and efficient user experience.

### **Dynamic Template Designer: Personalized Content and Automated Outreach**

Led the complete development lifecycle of a dynamic template designer application, demonstrating expertise in full-stack development. The platform empowered users to craft highly personalized templates with dynamic token replacement, leveraging JSON payloads for content customization. Integrated multi-channel communication capabilities, including email and SMS automation, enabling users to send tailored messages efficiently to target contacts. This solution streamlined outreach processes and significantly enhanced personalization for users.

### **Call Center Scripting Application: Guided Interactions Across 27 Brands**

Designed and implemented a comprehensive call center scripting application tailored to guide Customer Service Representatives (CSRs) through call workflows for 27 distinct brands, each with its own unique requirements. The application dynamically adjusted scripts based on brand-specific needs, ensuring that CSRs provided consistent and accurate service for each interaction. This project delivered a powerful tool for managing complex customer interactions while maintaining brand integrity across a diverse portfolio.