

## **Cory Smith**

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## **Application Developer**

Creative and meticulous developer with a proven track record of building scalable applications that support business growth and transformation. Highly skilled in C#, .NET, and front-end development, with a strong focus on developing user-friendly solutions that optimize processes and boost operational efficiency. Experienced in fast-paced, dynamic environments, adept at utilizing modern technologies to solve complex challenges and improve customer experiences.

## **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

- Collaborated with business stakeholders to design and implement custom solutions, increasing customer satisfaction by 25%.
- Optimized API endpoints and frontend interactions using React, reducing system downtime by 75% and improving overall system reliability and efficiency.
- Led the development of key features in collaboration with an offshore agile team, reducing customer complaints by 75% through targeted enhancements and customer feedback integration.
- Designed and developed innovative software solutions using C#, .NET, and React, leading to improved operational performance and faster, more responsive user interfaces.
- Implemented performance enhancements on both backend and frontend, ensuring seamless integration between APIs and React components, resulting in higher user engagement and smoother workflows.

### **Store Manager**

*Hollywood Feed – Mansfield, TX*

*12/2018 – 06/2023*

- Managed department operations, maintaining high levels of customer satisfaction and accurate product inventory.

#### **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**

**Programming Languages:** C#, .NET, Java, JavaScript, ReactJS, Python, PHP

**Database Management:** SQL Server, MySQL, PostGres

**Development Tools:** Agile Methodologies, Automation Tools, Data Analytics Platforms

**Soft Skills:** Cross-Functional Collaboration, Process Optimization, Problem-Solving, Analytical Thinking

## **Projects**

### **Rule Engine Application: Automating Communication Workflows**

Maintained and developed a rule engine application to handle the conditional sending of emails and texts. Utilized React for the front-end to ensure seamless user interaction, while implementing business logic to automate and optimize communication workflows.

### **Dynamic Template Designer: Personalizing Communication**

Led the development of a dynamic template designer application with a React front-end, allowing users to personalize content through automated token replacement. Integrated email and SMS automation, significantly improving communication efficiency and outreach personalization.

### **Call Center Scripting Application: Multi-Brand Service Enhancement**

Developed an interactive call center scripting application using React for the front-end, providing CSRs with dynamic, brand-specific call scripts for 27 different brands. This solution improved the consistency and accuracy of customer interactions across brands.