

Courtney Downs

courtneysuzannedowns@gmail.com

317-319-9660

Indianapolis, IN

github.com/courtneydowns

www.linkedin.com/in/courtney-downs/

Objective:

Out-of-the-box problem solving Web Developer looking to utilize passion for learning and coding, paired with excellent interpersonal skills to obtain a junior web developer position.

Education:

- **Eleven Fifty Academy, Web Development Immersive Learning Program, Indianapolis, IN, November 2021**
 - 6-month, part-time immersive learning program for Web Development taught with industry-guided curriculum, real-world project-based learning, and 500+ hours of logged coding time and training.
- **Lynn University, Bachelor of Science in Psychology, Boca Raton, FL, December 2014**

Competencies & Functional Skills:

Problem solving, troubleshooting, creativity, visual communication, customer service, critical observation and thinking, organization, Agile methodology, portfolio development, addressing and resolving business challenges

Technical Skills:

Languages: JavaScript, Node.JS, React, HTML, CSS, TypeScript

Testing Tools: ??

Databases: SQL Server

Operating Systems: OSX, Windows 10

Office tools: MS Office (Word, Excel, Power Point, Outlook),

Web Technologies: Heroku & Firebase deployment, APIs, stateless components, session validation, responsive web design

Eleven Fifty Academy Technical Projects:

- **JenCo Photo website** www.jencophoto.world
 - Utilized HTML 5, CSS 3, Bootstrap 4, and jQuery to design & build JenCo Photo's website
- **KLM Visuals website** www.klmvisuals.com
 - Utilized HTML 5, CSS 3, Bootstrap 4, and jQuery to design & build KLM Visuals's website
- **Pokémon Search App** <https://klm-pokemon-search-api.firebaseio.com>
 - Utilized PokéAPI, HTML 5, CSS 3, and JavaScript to create a Pokémon search app in which you can find information about a specific Pokemon.

Professional Experience:

Business Analyst, Zimmer-Biomet, Warsaw, IN, May 2018 – December 2018

Project Scope: The Client is currently rolling out E2E project for Supply Planning using SAP IBP running on SAP HANA.

- Working with GBI (Global Business Intelligence) Team and ERP system owners for JDE, SAP to understand the data gap analysis
- Using HANA Query Viewer to analyze the inbound/outbound key figures that are getting data from various EMEA, North America and APAC plants running on SAP and JDE Systems
- Worked on BRD for Plant OTIF Global Reporting project
- Created FSD for Plant OTIF project covering different ERP and non-ERP systems that publishes the data in Tableau reporting tool
- Set up sessions with Business owners for each system to understand the gaps, improvements for Plant OTIF
- Interacted with IT Analysts in EMEA, APAC regions to understand the as-is process followed in data preparations for Tableau reports

Business Analyst, Cydor LLC, Los Angeles, CA, September 2017 – May 2018

Project Scope: The client is currently rolling out several campaigns such as Bell Canada, Verizon and T-Mobile to various sales reps across North America. All the campaigns are implemented through Salesforce. As a Business Analyst, my role is to work with the product management team, technical (onsite + offshore), multiple vendors to implement all the campaigns as in the scoping documentation, meeting territory managers to understand their requirements, doing gap analysis and working with the Salesforce architect to roll out the projects in sprints.

- Working with technical team and business on rollouts for Verizon, AT&T and Century Link Campaigns across US

- Using Salesforce platform to capture the functionality gaps and document the same via JIRA
- Working with campaign teams for rolling out the DirecTV, Century Link, Verizon, and Bell Canada campaigns for sales reps, owners and assistant managers across North America
- Working with business units for V6 (Version 6) upgrade for the Salesforce application
- Work with multiple vendors (Cognizant, Blue Wolf Consulting, Ad COMM) in making sure the interfaces and development works are on track
- Working with multiple software vendors to understand the integration requirements using Middleware such as MuleSoft and present the analysis to senior leadership team
- Designed and established document standards, templates, process control for the team
- Worked with creative services team to document the functional requirements for Salesforce