Charles Neal Cruse

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Objective: Former business consultant/educator turned full-stack engineer seeking a web development position

Technologies: Next.js, Ruby, Ruby on Rails, Python, Django, Flask, Java, Spring Boot, GitHub

EDUCATION

App Academy *New York, NY, USA*   *01/2023 – 05/2023*

1000+ hours immersive software development course with a focus on full stack web development

Virginia Tech *Blacksburg, VA, USA*   *08/2014 – 05/2017*

Bachelor of Science in Finance and Management

SOFTWARE DEVELOPMENT EXPERIENCE

EduConsult *(NextJs, Redux, Google Firebase, AWS S3, Tailwind CSS, TypeScript)*   [Live](#) • [GitHub](#)

A SaaS platform that streamlines education consulting services, simplifying student management, tracking tasks, and centralizing school information.

- Deployed role-based access control for 10+ consultant users, supporting 40+ active student accounts and increasing student task completion rate by 25% within the first month
- Eliminated the need for manual task tracking with an automated assignment system, saving consultants 4+ hrs/week
- Built a custom analytics dashboard that parses task history to create student performance reports
- Integrated a Python-based web scraping microservice to fetch up-to-date university data from 25+ school websites, saving consultants 6+ hrs/week on research
- Added guided onboarding wizards for new clients for fast platform adoption
- Managed feature development and bug tracking using Jira, completing complex features like data analytics reports and large-scale data scraping on schedule, and managed release cycles based on client needs and market research

WORK EXPERIENCE

Chinamerica Education Development Consulting Associates (CEDCA) *Remote - Part-time*   *11/2023 - Present*

Lead Education Consultant & Editor

- Supervise a team of 6 education consultants, overseeing 100+ students annually for extracurricular planning, college selection, and application submission
- Implement standardized quality assurance templates that reduced turnaround time for editing tasks by 50%, ensuring consistent quality and a 15% increase in post-delivery customer satisfaction surveys
- Provide 1-on-1 mentorship to consultants, providing training beyond onboarding and guidance on challenging cases
- Monitor consultant workloads and conduct performance reviews, providing feedback and actionable plans if needed

App Academy *Remote - Part-time*   *06/2023 - Present*

Software Engineer Assistant

- Conduct thorough code reviews for 100+ students to debug and optimize frontend and backend of projects
- Enhance student skills in whiteboard coding, pseudo-coding, and problem-solving by conducting technical assessments

New Oriental Education *Shanghai, China*   *10/2020 – 05/2022*

English as a Second Language Teacher

- Improved students' pronunciation, grammar, and vocabulary, resulting in 98% of students passing all tests
- Consistently improved presentation method, resulting in being the only teacher who required no training
- Presented company material to classes of 10 – 15 students in an efficient manner which other teachers later used

Accenture *Arlington, VA, USA*   *09/2017 – 09/2019*

Management Consulting Senior Analyst

- Built and designed a web tool used by 1000+ employees to appropriately format, capture, and analyze client input data
- Collaborated with clients to gather user-story information to optimize UI/UX, eliminating user input errors
- Created routine communication material sent to client leadership and 1000+ employees
- Performed market analyses to capture market size, competitor share, and identify potential entry points