

Danny Yates

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SUMMARY

Web developer with 9+ years of experience working in customer experience and management roles. Looking to integrate my customer centric background with programming skills in a Customer Success Role.

TECHNICAL SKILLS

JavaScript, React, JQuery, mySQL, API'S, Git, NodeJS, Express, Jest, Handlebars, MongoDB, GraphQL, IndexedDB, Salesforce, Figma

WORK EXPERIENCE

General Manager | Banger's | October 2018 – February 2022 | Austin, TX

- Integrated and troubleshoot multiple point-of-sale platforms, inventory systems, and employee scheduling systems.
- Primary point of contact and liaison between Banger's and customers for event and daily operations management.
- Responsible for maintaining positive short and long term customer relationships in a high volume environment.
- Contributed to Banger's ability to sell Event services and other premium upsell opportunities with customers.

General Manager | Theo's Pizza | September 2011 – November 2017 | New Orleans, LA

- Built, modified, and maintained interviewing and onboarding processes for all new staff enablement and training.
- Deploy and support new processes to optimize day-to-day operations with the goal of improving business planning.
- Defined process architecture for driving P/L management systems, inventory management and turnover mitigation.
- Manage operations in partnership with regional leaders to drive sales and improve productivity while mentoring staff.

EDUCATION

University of Texas at Austin | Full Stack Web Development Certificate | May 2021 - No Expiry

PROJECTS

[Karmatic](#) | React Single Page App

Karmatic is a hub for communities to come together and help each-other through volunteer work. To construct the platform I used React, NodeJS, Express, GraphQL, Styled Components and JWT. Implementing state hooks to update data in real time without page reloads and using Bcrypt to secure user credentials. Additionally, created queries and mutations to retrieve and update the GraphQL DB and more.

[Quacker](#) | Social Media Website

Quacker demonstrates sign in functionality for a website. In designing the product my team came up with an intuitive design that users would be familiar with. GitHub, MySQL, Nodejs, Session, Express, Handlebars and Materialize were all used for this wireframe.

[Sunday Funday](#) | API Project

Sunday Funday uses open source APIs to provide users with cocktail drink recipes and provides users with US NBA and NFL dates and times. HTML, CSS, JS and APIs were the foundation for this project.