**CAREER SUMMARY**

* Dedicated and Self-Motivated Software Engineer meeting the needs of a Fortune 50 Company (Lowe’s Companies, Inc)
* Self-taught JavaScript for 2.5+ years.
* Graduated from UNCC Charlotte Coding Bootcamp after three months of intensive training.
* Lead two projects in the bootcamp to success with praise of the instructor.
* Working in a technical environment in the Entertainment business with clients from Akon to Thomas Friedman to Maroon 5.
* Led a crew of up to 10 direct reports in complex tasks as Director of Lighting (Theatrical Master Electrician) for the Campus of Davidson College.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| Software | vsCode, VS, Postman, MS Suite, Audio, Video, Photo Editing Suites, & more |
| Developer Tools | Azure, C#, JavaScript, MERN, jQuery, View Engines, HTML5, CSS, & more |
| Database | MySQL & No-SQLs DB, Firebase, some GraphQL, GraphQL Yoga, & Prisma |
| OS and Hardware | Windows (any), MacOS, Linux (Learning) |

**EDUCATION and CREDENTIALS**

* + - **Davidson College**, Davidson, North Carolina

Bachelor of Art in Spanish Literature

* **University of North Carolina at Charlotte**, Charlotte, North Carolina

Full-Stack Web Development Certificate

**Professional Experience**

**Lowe’s Companies, Inc., Charlotte, NC June 2019 – Present**

**Software Engineer**

**Accomplishments:**

* **Lowe’s Subject Matter Expert** on Twilio, LivePerson, SMS
* **Learned** C# at rapid pace
* **Produce** **Successful Production Grade NLP (Natural Language Processing) based** **chatbot** **largely upon my sole effort** **in response to COVID-19 Crisis**
  + **Text** **the number 84109**
  + **Increase** virtual assistant containment rate 20% higher than project scope and requirement
  + **Cost Savings** of at least $70,000/mo due to lower external escalations from virtual assistant
  + **So Robust** other departments sought to copy and employ in other domains
  + **Agile** weekly releases
  + **MVP** turn around in 2 months for RAPID COVID-19 Response

**Responsibilities:**

* **Lead Engineer** for SMS/ABC channel enabled virtual assistants
* **On-Demand Application Development and Support** for Contact Center
* **Engineer chat bots (one-way and two-way** **communications)** for Contact Center, HR, and Store Operations
* **Leverage** 3rd party vendors to connect the dots between internal products and pertinent business needs
* **Subject Matter Expert** on Twilio, LivePerson, SMS, Nuance Platform

**Environment: Azure (Serverless Functions, Azure DevOps, CosmosDB), C#, NLP, JavaScript, Nuance, PowerBI**

**University of North Carolina at Charlotte, Charlotte, NC December 2018 – March 2019**

**Full-Stack Web Developer**

**Accomplishments:**

* **Lead and Spearheaded** two group projects through idea generation, discussion moderator, and by setting, defining, and delegating project tasks
* **Complete 3 Professional Grade Products from Scratch**
* **Mentored** a number of students in coding syntax, problem solving, helping them build a mental model of what we were learning
* **Solidified** ability to think and write code, and to have **grounded roots** in relying upon documentation: whether Javascript, Library, Framework, or other languages.
* **Built** projects with a plethora of technologies including MERN
* **Graduated** with the coveted grade of “A”

**Responsibilities:**

* **Learn** Full-Stack development
* **High** **Emphasis** on Javascript
* **Semantic HTML & CSS**
* **Servers & Databases**
* **Fast Learning: Drink Everything from a Fire-Hydrant**

**Davidson College, Davidson, NC October 2013 – December 2018**

**Master Electrician (Lighting)**

**Accomplishments:**

* **Anticipating** Career Change: Specifically **Mentored, Guided, Developed and Trained** my own successor to be better than myself of my own volition while in the role of Master Electrician
* **Considered Technical Debt and Industry Change:** Targeted critical systems campus wide and upgraded legacy technologies as well as planned the multi-year systemic upgrade for multiple venues across the campus
* **Designed and Implemented** lighting viewed by 1 million+ people for the [North Carolina Republican Senate Debate in 2014](https://www.washingtonpost.com/news/the-fix/wp/2014/05/06/everything-you-need-to-know-about-todays-primary-in-north-carolina/?utm_term=.2ef0a2bb4bcd)
* **Designed, Coordinated, and Executed** lighting for the First Annual [Holiday Gala](http://www.davidsonian.com/2018-holiday-gala/), which is among the most popular events in Davidson and the surrounding area
* **Provide** **Spanish Language Translation** between clients of the Hispanic International Community and the College’s Internal staff: saving the College a lot of money

**Responsibilities:**

* **Director** of the Lighting Department of the Duke Family Performance Hall
* **Project Manager** for Internal and External Events of The Duke Family Performance Hall
* **Chief EOS Hardware Programmer**
* **Respond** to ever changing production requirements
* **Architect and Manager** for Interdepartmental Business Dropbox

**Environment:** ETC EOS Systems, MS-Office Suite, DMX-512A, FlareCon, Di-Fi, AirTable, Dropbox Business, Unison, Crestron, some FileMakerPro

**Davidson College, Davidson, NC August 2009 – October 2013**

**Assistant Master Electrician (Lighting)**

**Accomplishments:**

* **Increased productivity** of the lighting department by 100%
* **Produced** a decade of at least 20 successful [Dance Davidson Shows](https://www.google.com/maps/uv?hl=en&pb=!1s0x8856aa342ddd6671%3A0xe12cec70059c472a!2m22!2m2!1i80!2i80!3m1!2i20!16m16!1b1!2m2!1m1!1e1!2m2!1m1!1e3!2m2!1m1!1e5!2m2!1m1!1e4!2m2!1m1!1e6!3m1!7e115!4shttps%3A%2F%2Flh5.googleusercontent.com%2Fp%2FAF1QipMb-rdPUxGlDjDDXFaALK5ofdN8XPIKVn445ZBk%3Dw280-h160-k-no!5sdance%20davidson%20-%20Google%20Search&imagekey=!1e10!2sAF1QipMb-rdPUxGlDjDDXFaALK5ofdN8XPIKVn445ZBk&sa=X&ved=2ahUKEwiGtraRk5HhAhWCmOAKHfjJACkQoiowCnoECAsQBg)

**Responsibilities:**

* **Coordinated and Expanded** the number of light shows provided by the Entertainment Department
* **Troubleshot** computer technology software and equipment for many college departments
* **Managed** up to 10 employees for placement, order and quality of lighting
* **Program** Ion Light board for large-scale events
* **Designed** atmospheric lighting for approximately 20 events annually
* **Trained** newer employees on lighting equipment and procedures
* **Maintained** and **exercised repair** over a **$17M, 600** seat [Duke Family Performance Hall](https://www.google.com/maps/uv?hl=en&pb=!1s0x8856aa3819fef7ad%3A0xf05bb9d0423fc4af!2m22!2m2!1i80!2i80!3m1!2i20!16m16!1b1!2m2!1m1!1e1!2m2!1m1!1e3!2m2!1m1!1e5!2m2!1m1!1e4!2m2!1m1!1e6!3m1!7e115!4shttps%3A%2F%2Fwww.davidson.edu%2Facademics%2Ftheatre%2Ffacilities!5sDuke%20Family%20Performance%20Hall%20-%20Google%20Search&imagekey=!1e10!2sAF1QipMdYWl-JgW7aAbv7qlG_0F1xHvt_yehOPnOSjkN&sa=X&ved=2ahUKEwjK7NrKmJHhAhVoU98KHXlUBJMQoiowD3oECA4QBg)

**Environment:** ETC EOS Systems, MS-Office Suite, DMX-512A, FlareCon, Di-Fi, AirTable, Dropbox Business, Unison, Crestron, some FileMakerPro

**Davidson College, Davidson, NC August 2009 – December 2018**

**Sr. Stage Hand Technician**

* **Stage Manager** responsible for running shows – setup, directing backstage, communications   
  coordinator
* **Build** and **Operate** audio systems of many sizes:   
  • Fender 150 - Fender 250 - Yamaha - Allen & Heath – and more
* **Operate** projectors, televisions, and video cameras for live media streaming and ESPN 3
* **Maintain** mobile computer systems to deploy in various venues – Dell PC and Mac
* **House management** duties including: Quality, Safety, Equipment Protection and Oversight
* **Resolve** issues between client, faculty, staff and stage personnel
* **Preferred manager** for important college events for President, Trustees and high-profile guests

**Environment:** ETC EOS Systems, MS-Office Suite, DMX-512A, FlareCon, Di-Fi, AirTable, Dropbox Business, Unison, Crestron, some FileMakerPro

**Davidson College, Davidson, NC August 2006 –May 2009**

**Information Technology Student Consultant**

* **Identified** and **Resolved** time sensitive computer issues as tech support specialists
* **Upgraded** and **Installed** computer hardware and software
* **On-Site Troubleshooted** and **Supported** computer-based systems in 36 classrooms and a private computer lab
* **Tracked, Received, Distributed** and **Monitored** audio/video equipment for 1600 students and faculty maintaining accurate documentation
* **Managed** and **Completed** an accurate inventory documentation of computer related systems in main academic building
* **Set Up,** **Built** and **Installed** PCs, Printers, Hardware, and Software
* **Trained & Taught** students to use audio/video equipment for school related projects or research
* **Converted** (Digitize) analog formats of audio and/or video to modern digital media
* **Brainstormed** with professional staff to increase usability, access, and efficient arrangement of instructional facilities

**Environment:** Windows, MacOS, VCR to DVD, Dell and Apple Hardware

**PORTFOLIO HIGHLIGHTS (2019):**

**The Maid-Bot -** [View Project Here](https://maid-bots.herokuapp.com/)

*Solo Project*

* Uses React, Express, Node, MySQL, Material-UI
* Robot making AI with a mean streak!
* ~~Make sure to turn on your speakers!~~ (Maid-Bot **Retired**: Speaking now costs money!)
* Don’t despair – you can read something of [Her Biography Here](https://github.com/dashinja/maid-bot/blob/master/README.md).

**L.I.S.A.**

* Full-Stack application using ReactJS, GraphQL Yoga, Apollo, Ant-Design, Prisma ORM, NextJS, and JWT
* Social Media Intelligence: A Business Tool
* Offers estimated price range based on key performance indicators
* Normalizing Brand Sponsorship Costs for Influencers across the Industry
* Currently supports YouTube (and will soon support Twitch, Twitter, and Instagram accounts)

**COL-lege** - [View Project Here](https://puffroi.herokuapp.com/)

*Project Lead*

* Full-Stack application using MySQL, NodeJS/Express, Socket IO, Handlebars, and more
* Helping college students actual, and aspiring, get an Edge on Cost of Living
* Application that streamlines firm decision making for uncertain futures
* Includes CMS Admin control for main page data moderation

**Recipeciprocity** - [View Project Here](https://dashinja.github.io/recipeciprocity)

*Project Lead*

* Uses Firebase, jQuery, Bootstrap, APIs and more
* A community recipe sharing platform for Food Lovers, Aspiring Cooks, and Veterans Sharing their Craft
* Listen to instructions while you cook: This platform will also read the recipes to you in a pleasant voice