

# CALVIN TURNER

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## PROFILE

Entry level Full Stack Developer looking to leverage in frontend and backend design projects. Aiming to design applications that are both user-friendly and suitable for the requirements of the business. Passionate, self-driven & knowledgeable I.T. professional who excels at providing outstanding customer support, great communication skills, troubleshooting various operating systems & software programs. Knowledge of a variety of professional integrations and exceptional teamwork skills.

## EDUCATION

GEORGIA INSTITUTE OF TECHNOLOGY | ATLANTA, GA APRIL 2022

· Certificate: FullStack Web Development

KENNESAW STATE UNIVERSITY | KENNESAW, GA MAY 2018

· Major: B.S. Information Technology

## PROJECTS

**Meal Ticket** | Food Service App | MERN

This app is a take on a food ordering app similar to grubhub or Doordash.

It includes the latest javascript library, React Js, Document Oriented database MongoDB, RESTful APIs.

This was a group project where my efforts went mostly into the frontend/backend of the Menu Item page, check out cart, and check out page.

**ToCents** | Social Media App | MVC

This app is a new way to connect with others who have a specific niche of interest & opinions.

It includes the latest javascript library, Handlebars, Model-View-Controller framework.

This was a group project where my efforts went mostly into the frontend of all pages.

## EXPERIENCE

**Technical Support Specialist Tier 2, Callrail; Atlanta, GA-Nov 2020 - Present**

- Troubleshoot customers account via zendesk.
- Educate myself weekly with company and product updates in confluence and zendesk, support documents.
- Lead technical reviews for tier 1
- Provide input for troubleshooting scripts and diagnostic tools.
- Communicate and assist my peers in zendesk.
- Properly code trouble tickets using Ticket classification Guidelines.

**Technical Support Specialist, Samsara; Atlanta, GA-Oct 2019 - May 2020**

- Provide support for Fleet Services and Industrial Services via email, chat, and phone support.
- Troubleshoot Vehicle Gateways, Asset Gateways, and Dual Facing Cameras by rebooting, running commands, and reconfiguring the cabling.
- Assisting customers with user-facing dashboard issues and navigation.
- Assisting customers with Application Integrations. Enabling feature flags.

- Using JIRA to research active/resolved engineering issues.
- Using zendesk to maintain communication with administrators and drivers.
- Flagging possible organizational issues.

**Community Associate, Lyft ;Atlanta, GA-Dec. 2018 - Oct 2019**

- Manages 2,000 drivers in Metro Atlanta and direct them to meet week by week objectives
- Guide over 90 drivers daily through events via phone and email
- Educate drivers about policies and standard operating procedures and best practices in the Atlanta Market
- Maintains inventory, maintains and the status of vehicles in fleet
- Resolves and executes zendesk ticket issues day by day pertaining discrepancies with driver account and vehicle information
- Training new Community Associates on onboarding procedures and driver support issues.
- Managed communications for Lyft driver events, including mass SMS messaging, event webpages, and email campaigns.
- Maintained one of the highest numbers of drivers served from month to month.

**Helpdesk Specialist, Weissman; Atlanta, GA- June 2017 - Feb 2018**

- Provided users with level I and Level II support in a corporate environment for 500 employees
- Internship to full-time employee role
- Provided application support (perspective content, Outlook 2013, Office 2013)
- Set up new hire profiles using Microsoft exchange and active directory and configured and setup computers, peripherals and phones for new users or migration to new equipment
- Hardware support - memory upgrade, Installed and troubleshot local and network printers
- Answer user inquiries regarding computer software or hardware operation to resolve problems
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software

**TECHNICAL SKILLS**

Front-End: HTML5, CSS, Bootstrap, JavaScript, jQuery, React,

Back-End: Node.js, Express.js, MySQL, MongoDB, Mongoose