

DAVID VAUGHAN

Atlanta, GA | 323-483-1571 | David.Vaughan86@gmail.com

Projects

"Dining with the ISS"

<https://github.com/davidvaughan86/dining-with-the-ISS>

Using HTML and CSS with a NASA API to track the location of the ISS and provide dining solutions relative to its orbital location via google maps API. A Group project showcasing our abilities in front end development.

"DigitalCrafts Quiz App"

<https://github.com/davidvaughan86/DigitalCraftsQuizApp>

A back-end project utilizing Node.js and Express. We created a quiz using Routes and Controllers. A combined use of templating and partials with static CSS files. We are using PostgreSQL for the database to hold the leaderboard, questions, and login information.

"Credit Sharks"

<https://github.com/davidvaughan86/CreditSharks-Capstone>

A Solo React.js project using CRUD for an online insurance sales website with connected client to showcase my competence in React. A reflection of my understanding of components, JavaScript, and CSS. The Express client has connected PostgreSQL database to contain login and shopping cart information.

Work History

Solution Engineer | Customer Acquisition and Success

05/2021 to Present

Perdoceo Education Corporation – IL

- Operating as the lead point of contact for any technical matters. Building and maintaining long lasting customer relationships.
- Collaborating with multiple teams in an agile environment and closely watching product development through two-week sprints.
- Creating new features based on client feedback and consistent communication to design, improve, and grow client trust and product interest. Leading the team in "use case" and "story boarding".
- Troubleshoot, triage, and testing software issues and ensure proper resolution and software deployment.
- 100% closing success on new accounts and 66% YoY growth on new accounts by leveraging technical skills and product knowledge.

IT Support (concurrent with present job)

11/2021 to Present

Insight Global – Conway, AR

- Assisting users with SharePoint, Azure, AD, Windows, Linux, and various other level 1 tasks.
- I diagnose computer hardware, network systems, and software programs accurately and quickly using remote login sessions.
- My ticket close rate is 25% higher than the required goal which I obtain by connecting with users through timely and excellent communication.
- Translate complex technical details and instructions to each client's level with clear and easy to understand language.
- I have maintained a 100% customer satisfaction rate by timely closing customer tickets and issues and assisting them with kindness and confidence.

Teacher's Assistant (short term contract)

03/2021 to 05/2021

DigitalCrafts LLC – Atlanta, GA

- I supported student learning objectives through individual and group assistance in a coding boot camp.
- I wrote quality clean code to program complete full stack applications in React, JavaScript, Python, HTML, CSS, Node.js, AWS, Express, and PostgreSQL.

Software Developer in Training

10/2020 to 02/2021

DigitalCrafts LLC – Atlanta, GA

- Building applications from scratch in JavaScript, HTML, CSS, and JavaScript Frameworks such as React.
- Collaborating with other developers to create apps that are able to call API data and display the information in a variety of back-end apps using Express and Node.js Using SQL databases we stored data to be recalled.
- 4 months in an accelerated program designed to mimic a 40-hour work week in a fast-paced environment.
- Deep understanding of back-end controllers and routers as well as templates and partials. SQL database for storing data.
- I have created projects from the ground up using React and other frameworks. They are on my GitHub.

Integrated Solutions Expert

05/2019 to 03/2021

AT&T – Atlanta, GA

- SaaS sales and wireless sales

Retail Store Manager

09/2010 to 01/2019

T-Mobile – Atlanta, GA

- Retail management – Wireless sales

Websites, Portfolios, Profiles:

- <https://github.com/davidvaughan86>
- <https://www.linkedin.com/in/david-j-von/>

Skills:

Front End Developer: React – Redux – JavaScript – HTML – CSS

Back End Developer: Node.js – Express – PostgreSQL – Python - GitHub

Project Management: Product Development - Product Launch – Agile -Scrum – Implementation - Deployment

Leadership: Coaching – Developing – Presentation – Sales Development - SaaS

Help Desk: Active Directory – Cisco – VPN – AWS – VMware – LAN/WAN – Office365

Education:

I Certification: Software Development

02/2021

DigitalCrafts LLC - Atlanta, GA

| Information Security Systems: Security and Defense

06/2012

American Military University - Charles Town, WV