

# DAVID McDUGAL

Provo, UT 84606

Phone: 385-288-7920 | Email: david.mcdougal00@gmail.com

LinkedIn: <https://www.linkedin.com/in/mcdougaldavid/> | GitHub: <https://github.com/davsav16> |

Portfolio: <https://davsav16.github.io/david-m-portfolio/>

## Summary

Full Stack Developer with experience in User Experience, UX Design, Customer Journey Mapping, and focusing on the customer to find their needs. Attended the BYU Marriott School of Business and received a BS in Experience and Design Management. Upon graduating from BYU, received a certificate in Full Stack Web Development from the University of Utah to further increase technical skills. Specializes in putting the needs of the customer first through gathering data, problem solving, innovating, and creating web apps to fill customer needs. Among coworkers, is known for always being reliable and having a great work ethic to complete and finish the project or task at hand.

## TECHNICAL SKILLS

**Languages:** React, JavaScript ES6+, CSS3, HTML5, SQL, and NoSQL.

**Applications:** GraphQL, GitHub, MongoDB, MySQL, IndexedDB, Heroku, MongoDB Atlas, and Git.

**Tools:** Express, React, Node, Handlebars, Query, Bootstrap, Object Oriented Programming, RESTful API, and Cookies.

## PROJECTS

**EVENTS** | <https://e-v-e-n-t-s.herokuapp.com/> |  
<https://github.com/davsav16/project-events>

- Summary: Full Stack website that allows users to login, create events, reach out to a support team, and submit donations.
- Role: (Group) Frontend Developer
- Tools: MongoDB, Express, React, Node, GraphQL CSS, Stripe, DonorBox, and EmailJs.

**Tech Blog For Nerds** | <https://github.com/davsav16/Tech-Blog-For-Nerds> |  
<https://afternoon-castle-80416.herokuapp.com/>

- Summary: This app allows developers to create an online profile and then engage and post about different technical news and updates throughout the world.
- Role: Full Stack Developer
- Tools: Handlebars, CSS, JavaScript, RESTful APIs, CRUD, SQL, Cookies, Sequelize, Node, and Jest.

**Shop-Shop | <https://github.com/davsav16/shop-shop> | <https://secret-gorge-40552.herokuapp.com/>**

- Summary: A fully functioning shopping website, where customers can select different items, add them to a cart and purchase them using Stripe.
- Role: Backend Developer
- Tools: React, CSS, GraphQL, MongoDB, Stripe, IndexedDB, and global state.

## **EXPERIENCE**

### **Quality Assurance/Customer Support Specialist**

**Jan 2021-Present**

#### **Byte**

**Provo, UT**

Helped to create and develop Byte's new QA program for their CX department. Implemented process and checks to give valuable data back to team leads and upper management that was used to direct decisions that affected the overall customer experience.

Key Accomplishments:

- Developed QA processes as part of a team to effectively evaluate 10% of CX agents' interactions with customers.
- Lead QA team in total customer interactions evaluated and graded.

### **Intern**

**Aug 2020-Jan 2021**

#### **BYU Food to Go**

**Provo, UT**

The internship focused on implementing project management skills to organize different events focused on customers in the face of Covid-19.

Key Accomplishments:

- Demonstrated flexibility in the face of adversity, when due to Covid I was moved from BYU Catering into BYU Food To Go.
- Given responsibility for the BYU Holiday Package pickup to give employees of BYU a prepackaged Holiday meal that they could take home. Distributed more than 2,500 Holiday Packages.
- Accomplished the Holiday Package Pickup while only using up a budget of \$600.

## **EDUCATION**

### **Certificate, Full Stack Web Development – University of Utah**

**Salt Lake City, UT**

A 24-week intensive program that focused on technical skills in HTML, CSS, JavaScript, Responsive Design, Bootstrap, Handlebars, Cookie, MySQL, MERN, Heroku, Testing, and GitHub.

### **Bachelor of Science, Management – Brigham Young University**

**Provo, UT**

Studied at the BYU Marriott School of Management and gained skills in Project Management, Customer Journey Mapping, Customer satisfaction, IS Systems, Business Management, and Empathy Experience.