

# DAVID McDUGAL

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Portfolio: <https://davsav16.github.io/David-McDougal-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

**Photo Port** | <https://davsav16.github.io/photo-port/> |  
<https://github.com/davsav16/photo-port>

- Summary: Front end react webpage showing casing photos for a photographer to showcase their work to potential clients.
- Role: Front end designer
- Tools: React, JavaScript, Hooks, JSX, Conditional-rendering

**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: Sole author
- Tools: Handlebars, CSS, JavaScript, RESTful APIs, CRUD, SQL, Cookies, Sequelize, Node, and Jest.

**Pizza Hut World Wide** | <https://github.com/davsav16/Pizza-Hut-World-Wide> | <https://immense-savannah-08698.herokuapp.com/>

- Summary: To allow users to be able to make pizzas, share them, and then engage in a conversation with others around the world about that pizza.
- Role: Backend Developer
- Tools: JavaScript, Express, MongoDB, Mongoose, Validation, MongoDB Atlas, IndexedDB, RESTful APIS, and CRUD.

## EXPERIENCE

### **Customer Support Specialist** **Byte**

**Jan 2021-Present**  
**Provo, UT**

Assisted customers through their experiences with Byte, by going through previous cases and communication to make sure customers had all concerns resolved.

Key Accomplishments:

- Led the team in performance and number of closed customer support cases throughout the first half of 2021. Averaged 50 cases per day.
- Collaborated in a team of 7 to go through 3,500 cases that were generated due to a technical error, find the real cases, and then close the incorrect ones, all within one week.

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

**Aug 2020-Jan 2021**  
**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.