

David Morris Booth-Metwally
Technical Support Engineer

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Portfolio: dboothy.github.io

Thrives on solving complex technical issues and finding practical solutions for customers that meet their needs. Experienced in building web applications utilizing a myriad of technologies specializing in the MERN stack. Leverages web development and problem solving skills with penchant for technical support to deliver exceptional experiences to customers.

TECHNICAL SKILLS

Web Technologies: HTML, CSS, Javascript, MongoDB, Express, React.js, node.js, jQuery, Firebase, Handlebars.js, MySQL, Github, Git, ORM, API, AJAX, Bootstrap, REST, JSON

OS: Mac OS X (terminal), Windows 7-10 (command prompt)

Other: Jira/Confluence, Salesforce CRM, Google Apps, Microsoft O365, Cisco Systems, Athena Software

PROJECTS

Movie Trivia | github.com/dboothy/TriviaGame | dboothy.github.io/TriviaGame/

- Built movie trivia game using jQuery and plain Javascript
- Utilized jQuery library to select elements that serve as event listeners, allowing users to interact with app
- Optimized app using built-in Javascript method and logic to terminate game when time runs out

friendFinder | github.com/dboothy/friendFinder | dry-fortress-69272.herokuapp.com

- Built mock dating app for friends using jQuery and RESTful API
- Created RESTful API route for get-response with Node.js and Express to pull from Score object
- Gathered data with serialized array to send to post API route

San Francisco Films | github.com/dboothy/GifTasticHW | dboothy.github.io/GifTasticHW/

- Built web application with JQuery and AJAX that uses gifs to represent popular San Francisco films
- Utilized AJAX call method to fetch data from giphy.com's API library and render gifs on application
- Parsed through JSON object for specific nested key value pairs needed for application

Let Go - Go Get | github.com/himajagattu/let-go-go-get | let-go-go-get.herokuapp.com/

- Collaborated in a team of 4 to build web application for users to post items for personal clutter removal
- Utilized the ORM Sequelize to facilitate transfer of user data to the web interface
- Created user login functionality with the Passport npm
- Built the user interface with jQuery and Masonry to optimize accessibility to CRUD application

PROFESSIONAL EXPERIENCE

LendingClub | San Francisco, CA

June 2018 - Present

Payment Solutions Specialist

- Respond to over 100 inbound and outbound calls daily, providing support for the LendingClub platform and informing borrowers of corporate policies and procedures
- Offer payment solutions and technical support to borrowers, promoting the utilization of web technologies to meet financial goals and reduce potential for negative credit impact
- Notate all borrower communications in internal tracking system, providing detailed documentation to assist team members in understanding previous account interactions
- Consistently achieve QA scores of over 90% through effectively resolving borrower issues and providing an exceptional support experience

Bank of America | San Francisco, CA

July 2015 - October 2016

Relationship Banker

- Built and deepened relationships with clients by uncovering financial needs and customizing recommendations based on the most practical products, services, and solutions available
- Educated and trained clients on how to conduct simple transactions through self-service technologies on mobile devices and web platform
- Accurately processed transactions based on established SLA's, building customer confidence and trust in products
- Leveraged available resources and technologies to optimize client experience with operational accuracy that proactively managed risk

Operation HOPE | Oakland, CA

Nov 2014 – Jun 2015

Youth Financial Education Program Fellow

- Taught financial literacy workshop to youth from ages 10 -16 within the Oakland Unified School District on finance fundamentals including topics on budgeting, credit, banking, and investing
- Responded to email inquiries about HOPE Business in a Box (HBIAB) program and volunteer opportunities

Prospira PainCare | Mountain View, CA

Feb 2014 – Apr 2014

IT Asset Management Intern

- Accurately tracked and input assets into internal system, optimizing asset management processes and improving overall SAN enterprise architecture for IT department
- Responded to helpdesk tickets via Athena ticketing system, providing technical support to health clinic for general software and hardware issues
- Performed inventory management of IT equipment creating a more efficient auditing and expense reporting process for finance team

EDUCATION

UC Berkeley Extension | San Francisco, CA

January 2018 – April 2018

Certification of Completion: Full-Stack Web Development Bootcamp

San Francisco State University | San Francisco, CA

May 2013

Bachelor's of Arts (B.A) in Political Science