**DE SEAN WARD**

[dward@desean-ward.me](mailto:dward@desean-ward.me) │ [www.desean-ward.me](http://www.desean-ward.me) │ [www.linkedin.com/in/desean-ward](https://www.linkedin.com/in/desean-ward) │ (773) 209-1814

**Recent Full Stack Training**

**Per Scholas** | **Software Engineering** | June 2023 – September 2023

* Accrued 400+ hours of training in Software Engineering
* Trained in MERN stack (MongoDB, Express, React, Node.js) and relative software libraries and packages
* Supported classmates and lead private sessions on JavaScript, HTML, CSS

**Employment**

**Graphic Designer**

**Independent Contracts** | Chicago, IL| November 2019 – June 2023

* Discussed clients’ branding and advertising needs, presenting solutions packages and options based on their price goals
* Created business cards, flyers, and logo for small and private companies
* Built a strong customer base while growing personal skill set through online courses, networking events, etc.

**WEB DEVELOPER / SYSTEMS ANALYST**

**Blue Cross and Blue Shield** | Chicago, IL| July 2008 – October 2016

* Built and modified 100+ web pages for Blue Cross and Blue Shield of IL/TX/NM/OK and MT, meeting 98% SLA deadlines.
* Collaborated with marketing, development, and other teams to consolidate all work into content management tools, boosting team productivity by 30% and reducing content-related issues by 25%.
* Communicated directly with change requesters and management regarding website needs and uses, adapting sites to meet goals.
* Continuously investigated, identified, and resolved bugs on sites to create seamless user experiences.
* Resolved 150+ trouble tickets with 90% customer satisfaction, maintaining detailed documentation of steps taken and solutions in ticketing software.
* Led "Form Finder" app maintenance, implementing critical updates and resolving errors to achieve an overall improvement in efficiency.
* Trained new hires to leverage BCBS systems and processes in their roles as well as how to use TeamSite and Dreamweaver.
* Supported major content updates, testing, enhancing web portals and leading to 50% higher user engagement and positive feedback from 95% of users.

**Education and Certification**

**Microsoft Certified Technology Specialist** (MCTS 50-736) C#.NET | 2010

**i.c.stars** | **Technology, Business Management, and Leadership** | Jan 2008 – June 2008

**DeVry** | **Computer Information Systems Coursework** | June 1990 – February 1992

**Tech Stack**

ReactJS, NextJS, JavaScript, Styled Components, SASS/SCSS, TailwindCSS, Redux, NodeJS, ExpressJS, MongoDB, Framer Motion, OpenAI