**DE SEAN WARD**

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**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**

**Web Development Enthusiast and Self-Educator**

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

During this period, I proactively pursued full stack web development and honed my skills as I prepared for a career transition into the software engineering field.

* **Self-Directed Learning:** Actively pursued web development, with a primary focus on Full Stack technologies and React.
* **Personal Website and Portfolio:** Designed and developed a personal website and portfolio showcasing React, JavaScript, and web development proficiency.

**Networking and Skill Enhancement:** Engaged in networking, workshops, and professional connections to stay updated on web development trends and best practices.

**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