DE SEAN WARD

# F U L L S T A C K

S O F T W A R E E N G I N E E R

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

# S K I L L S

React, NextJS, Styled Components, Redux, ContextAPI JavaScript, CSS, SASS/SCSS, TailwindCSS, Framer Motion Microsoft Office, Google G-Suite

# E D U C A T I O N

Per Scholas - Software Engineering | Present

i.c.stars - Technology, Business Management, and Leadership | June 2008 DeVry - BS-CIS (Computer Information Systems) | 1990 - 1992

# C E R T I F I C A T I O N S

Microsoft Certified Technolgy Specialist (MCTS 50-736) C#.NET

# A F F I L I A T I O N S

React Chicago

Network After Work - Chicago Networking Events The Chicago Black Professionals Social Network

# E X P E R I E N C E

**WEB DEVELOPER / CONTENT MANAGER / SYSTEMS ANALYST**

Blue Cross and Blue Shield, Chicago, IL

July 2008 - October 2016

Created/edited 100+ web pages for Blue Cross and Blue Shield of IL/TX/NM/OK and MT, meeting 98% SLA deadlines.

Collaborated on content management tools, boosting team productivity by 30% and reducing content- related issues by 25%.

Resolved 150+ trouble tickets with 90% customer satisfaction, maintaining detailed documentation for solutions.

Led our "Form Finder" app maintenance, implementing critical updates, and achieving improved effeciency.

Supported major content updates, enhancing web portals, leading to 50% higher user engagement and positive feedback from 95% of users.