

Douglas Robert Cunningham James

📍 Berkeley, CA

📞 (916) 802-5609

✉️ douglasrcjames@gmail.com

🌐 www.douglasrcjames.com



Career Summary:

Web developer with 8+ years of professional experience, computer technician with 9+ years of professional experience, and an entrepreneur with a lifelong dream to build great products.

Education:

San Jose State University

Aug. 2013 – Dec. 2019

Major: Computer Engineering | Minor: Business & Math

San Jose, CA

- Member of Computer & Software Engineering Society
- Member & Web Designer for the Pi Kappa Alpha Fraternity

Oak Ridge High School

Aug. 2009 – May 2013

GPA: 3.9

El Dorado Hills, CA

- One of four members on my high school web design team for three years
- Member of DECA club

Experience:

Freelance Work

Jun. 2018 – Current

Web Developer

San Jose, CA

- capsmd.org
 - Redesigned and coded a Maryland non-profit political publication group's site in under a week (and during finals week).
 - Continuously adding articles to their site monthly.
 - **Tech:** HTML/CSS, React.js, Node.js, Firebase, GitHub
- theretreatonnichols.com
 - Designed and coded site for luxury short-term accommodation in Fairhope, AL.
 - **Tech:** HTML/CSS, React.js, Node.js, Firebase, GitHub
- bodybyyama.com
 - Designed brand and wireframe with 2 graphic designers for fitness trainer in San Jose.
 - Coded site to match wireframe design.
 - **Tech:** HTML/CSS, PHP, MySQL, UIKit3
- glasshousefarms.co
 - Designed brand and wireframe with a graphic designer for a hydroponic grow facility in Ithaca, NY.
 - Coded site to match wireframe design.
 - **Tech:** HTML/CSS, PHP, MySQL, UIKit3

Minute.tech LLC

May 2016 – Current

Founder

San Jose, CA

- Founded startup focused on building an on-demand, consumer grade technical support system connecting clients with technicians via messenger, voice/video call, remote connection and in-person scheduling.
- Researched and wrote 18-page business plan & 60-page business plan detailing the business opportunity in the technical support space
- Won cash prizes in Shark Tank-like business plan competition
- Beautifully wireframed web app and iOS app

- Built Python, React.js, and Swift prototypes
- Effective project manager for 15+ individuals
- Personally serviced hundreds of clients on their tech support needs to further test the market.
- Deeper details @ douglasrcjames.com/experience/minute.tech
- **Tech:** HTML/CSS, JS, Node.js, React.js, Redux, Swift, Stripe API, Twilio API, Firebase, Python, Flask.js, MySQL, DigitalOcean, Slack, GitHub

Coldbrew Creative LLC

Oct. 2017 – Jan. 2018

Web Developer

San Jose, CA

- Built and managed websites for clients throughout the Bay Area
- Member of tight knit team primarily communicating over Slack/Zoom and occasional in-person meetings with clients and team members
- **Tech:** HTML/CSS, JS, PHP, WordPress, SquareSpace, Slack, GitHub

Tesla, Inc.

Aug. 2016 – Dec. 2016

Product Specialist

Santa Clara, CA

- Showroom guru educating walk-in clients on Tesla's line of innovative electric vehicles.
- Test drove prospective clients, stepping them through Tesla features (i.e. Autopilot).
- Persuaded and guided clients in the direct market through building and buying their vehicle.

Palo Alto Networks, Inc.

May 2015 – Aug. 2015

IT Client Services

Sunnyvale, CA

- Provided desk technical support to 2000+ employees at Palo Alto Networks HQ.
- Reconciliated 700,000+ company laptops worth over \$350 million

ACFN Franchised Inc

Feb. 2015- Jun. 2015

IT Specialist

San Jose, CA

- Remotely supported ATM franchisee's technical needs worldwide.
- Troubleshooted various hardware and software issues for 2500+ Triton ATM machines.

iHealPhones Inc.

Dec. 2010 – Feb. 2014

Founder

El Dorado Hills, CA

- Started local phone repair business servicing devices ranging from iPhones to Androids to laptops.
- 80% of work was fixing iPhone screens at a time when iPhones were just hitting the market.
- Venture got my feet wet with hardware/software troubleshooting, business marketing, customer relations, and accounting.

Oak Ridge High School Community Foundation

Oct. 2011 – Feb. 2012

Website Developer

El Dorado Hills, CA

- Part of two-man team tasked at designing, building, and managing the organization's website