
Full Stack Software Engineer

Full-stack software engineer with experience in JavaScript and Ruby Web Applications with a background in IT Support and food delivery services. By collaborating with customers and team members to fix a variety of technical issues, I was able to gain strong communication, adaptability, and problem solving skills. My passion for technology is sparked by my desire to collaborate with others to provide a service to both my peers and the public. I look forward to implementing my skills at an innovative and technologically driven company.

TECHNICAL SKILLS

Ruby, Rails, JavaScript, React, Git, OOP, REST API, JSON, Postgresql, HTML, CSS, Google Workspace, Office 365, Active Directory, Service Now

TECHNICAL PROJECTS

The Gamer Review - [GitHub Repo](#) | [Live Site](#)

A Review website that offers a database of video games where others can leave reviews

- Combined React and Rails to create a full stack web application that allows communication between front and backend
- Created a multi-page application by utilizing the React Router DOM library for client-side routing
- Implemented the fast JSON API serializer to allow database information to be easily accessible for the front end

Task Manager - [GitHub Repo](#) | [Demo](#) | [Live Site](#) (*username: test, password: test*)

A Task Manager application designed to organize your projects and tasks

- Organized code in the MVC architectural pattern for quick application development and separation of logic
- Made use of Active Record Associations to establish relationships between users, projects, and tasks
- Implemented ERB files to embed Ruby code in the presentation of HTML documents

Workout Planner - [GitHub Repo](#) | [Demo](#) | [Live Site](#)

A frontend web application to create and customize a workout for the user

- Integrated JavaScript and Rails to perform CRUD actions between client and server in a single page application
- Allowed CRUD actions to be carried out asynchronously via fetch requests to the backend
- Incorporated JavaScript classes to encapsulate data to utilize the Object-Oriented Programming model

EXPERIENCE

CAI (Computer Aid, Inc.)**Newark, DE****Service Desk Analyst****03/2021 – Present**

- Testing and analyzing IT systems and software for a company with 30,000+ employees
- Consistently obtaining customer satisfaction ratings above 90%
- Documenting and tracking 25+ received requests in an incident management system per day
- Resolved issues by researching a large Knowledge Base; troubleshooting hardware, software, guiding client through corrective steps; escalating problems to second level; tracking status of problems and possible solutions
- Closely working with co-workers to spread awareness of company wide issues, providing assistance with incident follow-ups, and training new team members

DoorDash Inc.**Middletown, DE****Food Delivery Service****08/2019 – 03/2021**

- Close attention to detail of delivery routes and overall vehicle performance ensuring quick delivery time
- Delivery of food products in accordance with all sanitation and safety principles
- Communicating with customers to confirm quality service and strong customer relations
- Obtaining a consistently high customer satisfaction rate guaranteeing a positive experience for all customers

EDUCATION

Flatiron School**Online**

Full-stack Software Engineering, Ruby on Rails, JavaScript and React online program

02/20 – 01/21**Appoquinimink High School****Middletown, DE***Concentration: Mathematics***08/14 – 06/18**

REFERENCES

Jeremy King - Software Engineer at JPMC*Contact: jeremyking96@me.com - 302-544-1780*