

Creative software engineer with the ability to pick up new languages and technologies as needed. I currently work as a supervisor for Boehringer Ingelheim where I lead, train and evaluate Client Representatives while also assisting in facilitating a team oriented, collaborative environment.

Software Development Skills

JavaScript, Node.js, React, Express, Redux, RESTful API, PostgreSQL, MongoDB, HTML, CSS

Education

Ohio University | B.A. in Psychology | Athens, OH

Graduated: 06/2016

DigitalCrafts | Certificate in Software Engineering | Atlanta, GA

Graduated: 03/2021

Software engineering training program covering full-stack development encompassing JavaScript, including an emphasis on frameworks such as React/Redux and server-side technologies including Node.js, Express, and PostgreSQL.

Software Development Portfolio

The Crypto Cave | <https://cryptocave.netlify.app/> | <https://github.com/n-ochs/cryptocave>

Present

- Member of a 2-person team building a Cryptocurrency website where users can research currency fundamentals and save coins to custom watchlists and portfolios. Future goals are to build a fully featured paper trading platform where users can trade without risking real money, in addition to building a React Native app for IOS/Android.
- Primary responsibilities are building the front-end in React utilizing Material-UI for the design, connecting our external databases to render current market data for users to visualize in T, and creating the user experience.

Pig Skin Bets | github.com/n-ochs/pigskinbets

12/2020

- Member of a 3-person development sports betting website which allows the user to select specific bets (moneyline, spread and total) at the given odds.
- Primary lead for client-side development and the user experience, including rendering information being passed from the database and API.
- Project built with MongoDB, Express, Javascript, HTML and CSS.

Corona Tracker | frosty-visvesvaraya-e91968.netlify.app | github.com/eric-owen/covid-dashboard

09/2020

- Primary responsibility included connecting the Google Maps API and the current Corona statistics API for rendering.

Professional Work Experience

Boehringer Ingelheim, Atlanta, GA

12/2019 - Present

Supervisor - Quality

- Selected by management to conduct interviews and evaluate candidates for the Client Representative and Senior Client Representative roles and participated in deliberation.
- Identified weaknesses in the department and created, wrote and directed multiple training videos, which encouraged engagement and ultimately improved climate.
- Frequently trained incoming new hires in principles of customer relations, business and departmental processes.
- Wrote 140 evaluations per month for Client Representatives' calls and emails.

Boehringer Ingelheim, Atlanta, GA

05/2018 – 12/2019

Supervisor – Operations and Data Analytics

- Managed the Associate Supervisor distribution email by promptly resolving questions, issues and needs from Client Representatives, Inventory Control, warehouses, customers, and other departments.
- Oversaw Escalation Team queue by prioritizing cases, collecting valuable information, and troubleshooting individualized issues
- Provided constructive feedback to new and tenured employees to optimize business operations
- Ensured accuracy of thousands of Returns, Invoice Corrections, and Order Corrections while maintaining workflow service level per month.
- Compiled and presented departmental data to senior leadership to assist in making educated decisions

Boehringer Ingelheim, Atlanta, GA

05/2017 – 05/2018

Client Representative

- Rectified customer issues by demonstrating both patience and flexibility
- Advocated for the customer and anticipated needs to ensure positive customer experience