

# Ethan Swafford

Chattanooga, TN 37421

[ethanswafford@yahoo.com](mailto:ethanswafford@yahoo.com)

+1 423 314 0706

## Professional Summary

---

I have developed a diverse skill set in customer service and technology through my roles at Amazon and Ace Hardware demonstrating adaptability and problem solving expertise. During my time at Kenzie

Academy I honed my front-end web development skills by mastering

HTML, CSS, and JavaScript while learning software development methodologies and efficient research techniques. As I move forward I am seeking an entry-level tech role where I can apply my skills, continue to grow as a developer, and contribute to the success and growth of a dynamic team.

Willing to relocate: Anywhere

## Work Experience

---

### Pro Courses and Fullstack Bootcamp

Codecademy.com-Remote

September 2021 to Present

- Enrolled and actively completing courses and obtained multiple certifications including SQL and HTML.
- Set daily/weekly goals and completed tasks as part of a pro

### ICQA/Problem Solver

Amazon-Chattanooga, TN

October 2017 to Present

- Inventory responsibilities and quality maintenance to give the end user on amazon.com the best experience possible while shopping online.
- Used tools such as Slack, Amazon Chime, and in-house apps to coordinate and communicate with team members daily
- Interacted with databases to ensure virtual inventory and physical inventory matched online descriptions and quality, as well as physical location preventing product loss.
- Trained in and regularly selected for outbound and ICQA problem-solve teams, using quality control software and data to meet last minute deadlines and ensure integrity of inventory .

### Front End Web Development

Kenzie Academy

August 2021 to January 2022

- Gained a foundational core, in community learning and development of programming languages and projects in HTML, CSS, and JavaScript.
- Learned how to think like a software developer and solve problems with modern researching techniques, time management, and best practices..
- Built various coding projects,solved challenges, and passed HTML CSS and JavaScript assessments demonstrating my ability to meet deadlines and task requirements.

## Front End Web Development

Kenzie Academy-Remote

August 2021 to August 2021

- Gained a foundational core, in community learning and development of programming languages and projects in HTML, CSS, and JavaScript.
- Learned how to think like a software developer and solve problems with modern researching techniques, time management, and best practices..
- Built various coding projects,solved challenges, and passed HTML CSS and JavaScript assessments demonstrating my ability to meet deadlines and task requirements.

## Customer Service/Sales

Ace Hardware-Ringgold, GA

October 2008 to July 2013

- Focused on customer-centric experience.to help integrate a new store location and build success for the brand.
- Trained in multiple departments including plumbing, mechanical, and electrical skills, easily adapted into new roles as needed.
- Utilized Windows OS for research and problem solving to help the store run more eciently and productively.
- Contributed to daily team and store goals by making sales on home and work equipment like stihl chainsaws or riding lawn-mowers.
- Cultivated customer relationships and secured long term business by engaging with customers on a daily basis, and helping them solve home and hardware problems in mutually beneficial ways .

## Education

---

Kenzie Academy

August 2021

## High school diploma or GED

## Skills

---

- JavaScript
- APIs
- Software installation
- Pre-Security Learning Path completed Jan 2022.
- MySQL
- CSS
- Operating systems
- Communication skills
- Customer support
- Web Fundamentals Learning Path completed Jan 2022.
- MongoDB
- Customer Service

- HTML
- Software Development
- nodeJS
- Troubleshooting
- Cyber Defense Learning Path completed Jan 2022. <https://tryhackme.com/p/cyberDelic101>
- VPN
- Software troubleshooting
- Network troubleshooting
- Equipment troubleshooting
- Debugging
- Research
- SQL
- Android
- Equipment installation
- Linux
- Web applications
- GIT
- HTML5
- Windows
- Computer networking
- LAN
- Express.js
- Microsoft Office
- Mac OS

## Links

---

<https://github.com/ethanswafford>

<https://www.linkedin.com/in/ethan-swafford-18850b208>

## Certifications and Licenses

---

### **Frontend Web Deveopment**

January 2022 to Present

Graduated front-end web development bootcamp and received certification from Kenzie Academy.