Evann Fries

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CUSTOMER SUPPORT ENGINEER

Passionate customer support engineer looking to combine 7+ years of customer service experience with technical toolkit obtained through a six-month coding bootcamp.

TECHNICAL & INTERPERSONAL SKILLS

Interpersonal skills: Customer service, teamwork, employee management, communication skills, debugging
Languages: JavaScript, HTML, CSS, Python
Libraries and Frameworks: React, Express, Mongoose
Databases and other: Microsoft Office, MongoDB, MySQL, Git, Postman

EXPERIENCE

Macy's - Asset Protection Detective (Part-time)   *Fairview Heights, IL - 4/2023 - current*
- Monitor customer and associate actions through CCTV, watching for dishonest behavior or theft.
- Walk the store floor to more closely monitor suspects or create a deterring presence.
- Make detainments or asset recoveries for Macy's and fill out appropriate paperwork.

Rummy Inc. - Delivery Driver (FedEx contract)   *Belleville, IL - 12/2019- 08/2021, 04/2022 - 08/2022*
- Loaded and organized packages in the proper positions on the truck to ensure smoother delivery process
- Followed all rules of the road and drove in a safe, professional manner
- Made all deliveries accurately and as fast as possible

Circle K - Assistant Manager   *Shiloh, IL - 06/2014-02/2018*
- Handled register transactions and customer interactions, including handling customer complaints.
- Made employee schedules and handled weekly payroll duties.
- Made inventory reports and ordered new products for the store as needed.

TECHNICAL PROJECTS

Success + Dress - https://github.com/evannf/shopping-app - React| JSX | Strapi | SASS
Mock E-Commerce website with multiple pages, product filtering, and cart functionality
- Used Strapi as a CMS to create/manage data and relations
- Created a reactive client-side with React using hooks like useState and useEffect
- Designed with multiple pages of SASS

Social Meatia - Backend: github.com/evannf/capstone_backend - Node.js | Express | Mongoose | MongoDB
Frontend: github.com/evannf/capstone_frontend - Node.js | React | CSS
Full-Stack MERN mock social media application with CRUD functionality
- Used Express Router, MongoDB, and Mongoose to create an API with full CRUD functionality
- Created a reactive client-side with React using hooks like useState and useEffect
- Designed with multiple pages of CSS

GCI Villain Database - github.com/evannf/GCI_Villain_Database - JavaScript | CSS | Express | EJS
Database website for the villains from the show The Venture Brothers, full CRUD functionality
- Wrote RESTful routes using Express, connected to MongoDB
- Used a combination of JS and EJS to render data, implementing partials
- Used class-based CSS to create a highly-stylized look

EDUCATION

General Assembly - Software Engineering Immersive   *New York, NY - Completed: 11/29/2022*
- *Completed a 420 hour bootcamp, learning languages like HTML, CSS, & JavaScript, as well as the MERN stack.*

Southwestern Illinois College   *Belleville, IL - Attended: 08/2013 - 11/2014*
- *Completed courses in Marketing and Graphic Design.*

O'Fallon Township High School - High School Diploma   *O'Fallon, IL - Graduated: 2012*
- *Graduated high school with a 3.1 GPA, attended several clubs such as German and Photography.*