FRANCESCO A. ALBANESE JR

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Aspiring software developer with experience in customer service, management, and software quality assurance. I completed and graduated from the University of New Hampshire's Coding Bootcamp in September 2022.

PROJECTS

HotSpot │ UNH's Coding Bootcamp   Developer
- Travel search app using a third-party API. Users can create accounts and save their searches. The technologies used were HTML5, CSS3, JavaScript ES6, Node.js, Express.js, Heroku, GraphQL, MongoDB, Mongoose, and several npm modules.

Sitestash │ UNH's Coding Bootcamp   Developer
- Develop an interactive, full-stack application utilizing knowledge of front and backend development concepts
- Users can log in to an account and securely and privately store bookmarks in a list format that can be saved for later, not tied to any external site.
- This website follows the MVC paradigm in its architectural structure, using Handlebars.js as the templating engine, Sequelize as the ORM, and the passport npm package for login authentication.

Movie Refresh │ UNH's Coding Bootcamp   Developer
- Create a fully-functional web application using knowledge of core software development concepts.
- Working in an agile team, developing a web application from scratch. Relevant technologies used were HTML5, CSS3, Bulma, JavaScript ES6, and several APIs.

PROFESSIONAL EXPERIENCE

Promoboxx   May 2022 - Present
QA Analyst
Boston, MA
- Manage a suite of test cases and plans to implement when new features are ready to test.
- Stay in constant communication with developers to know testing guidelines for every ticket.
- Ensure and coordinate the successful deployment of new features.
- Develop automated tests using Cypress Software for core application flows and processes.

Manager, Customer Support / Team Lead, Customer Support   June 2020 - May 2022
Boston, MA
- Point of escalation for high-priority or difficult customer interactions.
- Implemented new support processes that led to a 15% decrease in first response time and a 24% decrease in overall response time between 2020 and 2022.
- Responsible for the hiring and growth of new entry-level employees of the company.

TECHNICAL SKILLS

- Experience with the following technologies:
  - HTML5, CSS3, JavaScript ES6, Bootstrap, Bulma, JQuery, Moment.js, Node.js, Express,js, NPM, SQL, MongoDB Git, GitPages, Heroku, Cypress, DataGrip, Postman, GraphQL

EDUCATION

Emmanuel College, Boston, MA   Graduated May 2018
Bachelor of Arts degree in Business Management w/ a concentration in Marketing
University of New Hampshire's Coding Bootcamp   Graduated September 2022