FRANCESCO A. ALBANESE JR

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Aspiring software developer with experience in customer service, management, and software quality assurance. Currently enrolled in the University of New Hampshire's Coding Bootcamp which I anticipate completing by September 2022.

PROJECTS

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, develop a web application from scratch. Relevant technologies used were HTML5, CSS3, Bulma, JavaScript ES6, and several APIs.

Note Taker App │ UNH's Coding Bootcamp   Developer
- Build the back end of an application, connect it to the front end, and then deploy it to Heroku.
- This application allows a user to write and save virtual notes. The technologies used were HTML5, CSS3, JavaScript ES6, NPM, Node.js, Express.js, Heroku, and several npm modules.

Team Profile Generator │ UNH's Coding Bootcamp   Developer
- Build a Node.js command-line application that takes in user-provided information and generates an HTML file.
- This application allows a user to answer prompts in their command line which are then used to fill in areas of a fully-styled HTML file. The technologies used were HTML5, CSS3, JavaScript ES6, NPM, Node.js, Express.js, and several npm modules.

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.

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 lead 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 to the company.

TECHNICAL SKILLS

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

EDUCATION

Emmanuel College, Boston, MA
Graduated May 2018
Bachelor of Arts degree in Business Management w/ a concentration in Marketing
Honors/Awards: Dean's List Fall '14, Spring and Fall '15, Spring and Fall '17