Finn Beilke

SOFTWARE ENGINEER

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TECHNICAL SKILLS • JavaScript • Python • React • Redux • Flask • Express • SQLite3 • SQLAlchemy • Sequelize • PostgreSQL • HTML5 • CSS3 • Git • Docker

RELEVANT SKILLS • Customer Service • Accounting • Coordination via MS Teams, Slack, and Discord • Kanban boards

PROJECTS

THERMOS | [Github](#) | [Live](#)   *React • Redux • Flask • SQLAlchemy*
- Planned the database structure using DBDiagram.io to visualize tables and map relationships between them.
- Conditionally rendered user interface components using JSX based on post type when editing or commenting.
- Polished code by using React components in multiple places to prevent repeated code and allow for easier maintenance and readability.
- Implemented React-Player npm package to host videos both uploaded directly by the user and also linked from elsewhere online to allow for more flexibility and a better user experience.

MOCK MAKE | [Github](#) | [Live](#)   *React • Redux • Flask • SQLAlchemy*
- Outlined project structure with Kanban boards and drafting application documentation to plan team efficiency and prevent Git merge conflicts.
- Produced products feature from back to front by using Agile project management practices to build database connections via SQLAlchemy, connect to Flask API routes via Redux thunks, and render the user interface.
- Styled dynamic landing page to catch user attention using React state to randomly generate different product pictures and highlighted products on each render.
- Collaborated with team members on the wishlist feature to meet deadlines when a flexible schedule was needed.

API PROJECT | [Github](#) | [Live](#)   *React • Redux • Express • Sequelize*
- Wrote extensive API routes using Express backend frameworks to connect to the database and prepare endpoints for future feature implementation.
- Customized seed data via Sequelize to make the clone unique and connect it to a personal special interest.

EXPERIENCE

CUSTOMER CARE II • *Best Buy* • Remote   **06/2020 – 02/2023**
- Communicated via phone and email with customers in technical and order support, regularly using de-escalation skills to influence conversations to the best possible outcome and achieve positive survey results.
- Navigated proprietary systems including VPN and remote desktop to access company specific software and websites to keep sensitive customer information secure while working remotely.
- Launched a new beta testing phase to gather data on project success by thoroughly documenting each interaction.

CUSTOMER SERVICE LEAD • *Sam's Club* • Louisville, KY   **09/2018 – 03/2020**
- Led large store's front end team including cashiers, customer service, photo, and cart collection to coordinate many duties across a team of approximately 50 employees.
- Performed daily accounting duties to verify balances, compare sales data, pull deposits, and organize information using a money management machine and proprietary software.
- Interfaced with customers whenever problems arise, balancing customer desires with company interests.

ASSISTANT MANAGER • *The Market* • Cookeville, TN   **07/2017 – 05/2018**
- Contributed individually and to lead a small team across two gas station convenience store locations to fill shifts.
- Handled daily accounting by hand to prepare deposits and verify sales metrics using company software.

EDUCATION

APP ACADEMY • Full Stack Web Development   **Completed 05/2024**

DIXIE STATE UNIVERSITY • *Coursework in Elementary Education* • St George, UT   **2011-2014**