

FORREST MILLS

McKinney, TX

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SUMMARY

Full-stack developer with experience in agile environments and the ability to create capable, reliable, and mobile-first applications. Adept at identifying and solving complex problems through strategic thinking and collaboration with cross-functional teams. Committed to driving customer satisfaction and exceeding business goals. Current passions are the desire to learn about cloud computing, starting with AWS, and seeking an AWS Cloud Practitioner certification.

TECHNICAL SKILLS

Languages: Javascript, HTML, CSS

Libraries: React.js & React Native, Mongoose.js, jQuery

Frameworks: TailwindCSS, Bulma, Bootstrap, Express.js, Jest.js

Databases: MongoDB, MySQL, DynamoDB

Misc: Node.js, Rest APIs, Object-Oriented Programming, Object-Relational Mapping, Model-View-Controller, Progressive Web Applications, MERN Stack

Applications: npm, Heroku, MongoDB Atlas, Github, GraphQL, AWS

PROJECTS

Deep-Thoughts | <https://github.com/fmills89/deep-mind-thoughts>

| <https://www.lets-talk-deep-thoughts.com/>

- My first application deployed using AWS. Equipped with a few AWS services such as DynamoDB, EC2 instance, Route 53, and S3 Bucket.
- Conflicts on this project were creating a security group to allow access through all ports. Setting up NGINX configuration file to allow HTTPS traffic. Using Route 53 to register a domain and separately generate an SSL certification to create a secure connection.
- HTML, CSS, JavaScript, React, AWS, DynamoDB

Poke-Teams | <https://github.com/fmills89/poke-teams-builder>

| <https://afternoon-eyrie-17690.herokuapp.com/>

- Group project to build a responsive and mobile-friendly website where registered users can create and edit a team of pokemon.
- Managed and provided front-end UI/UX design. Assisted with hooking up the client to the server side.
- TailwindCSS, MongoDB, React, Express, Node, Apollo, GraphQL, Heroku

Brew-Me | <https://github.com/fmills89/brew-me>

| <https://fmills89.github.io/brew-me/>

- Through group collaboration, Brew-Me is a website where you can search for local breweries.

- Provided implementation of Mapbox API and integrated it with the Brewery API to locate breweries based on user input.
- Conflicts include incorporating MapBox API and mapping over coordinates to display on map after user input.
- Tailwind CSS, Javascript, HTML, Mapbox API, Brewery API

EXPERIENCE

Charter Communications (7 years)

San Antonio, TX

Quota Workforce Management

2017 – 2021

- Accomplishments:
 - Exceeded expectations and was recognized as a top performer during 2019 Quarter I.
 - Responsible for the largest Texas market within the department - (DFW Metroplex) as well as a second market (El Paso, TX).
 - Exceeded expectations managing transitional takeover for our Business Class sector in DFW/El Paso markets.
- Responsibilities:
 - Coordinated and managed quota moves to meet service-level agreements.
 - Formulated quota reports, move reports, and forecasted connect activity based on demand, special projects, and marketing forecasts.
 - Managed field operations scheduling and workforce management.
 - Managed the creation and maintenance of technical skill sets.

Dispatcher V

2015 – 2017

- Accomplishments:
 - Became team lead/mentor within a year of duration in this department.
 - Assisted with roll-outs of new processes.
 - Became point of contact for mentoring and helping new hire employees.
 - Promoted 5 times, from Dispatcher I, II, III, IV, and to the top V.
- Responsibilities:
 - Managed and dispatched teams of technicians and ensured timeframes were met. Moved work between teams of technicians.
 - Provided technical support via phone for all residential services.
 - Processed, scheduled, and corrected work orders.

Technical Support Rep II

2014 – 2015

- Accomplishments:
 - Promoted to Rep II within 6 months of employment.
- Responsibilities:
 - Provided customer care and technical support for all residential services.
 - Managed de-escalation of customer escalations.

Volt (1 year)

San Antonio, TX

Technical Support Rep II

2014 – 2014

- Accomplishments:
 - Promoted to Rep II and was moved to the special projects team handling diagnosing chronic repair issues.
- Responsibilities:
 - Provided customer care & technical support for all residential services.
 - Diagnosed chronic issues, created escalation tickets, and followed up on final resolutions

EDUCATION**Associates of Science:**

Northeast Lakeview College

2018 - 2023

GPA: 3.4

Coding Boot Camp Certificate:

University of Texas at San Antonio

2021 - 2022

A 24-week intensive program focused on developing technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, MERN, MVC Model, OOP, Node.js, MySQL, MongoDB, Express, Handelbars.js, and ReactJS.

CERTIFICATIONS**Udemy: React Native - The Practical Guide [2022]**

Credential ID: UC-29293ad0-8938-42d4-b3af-a3ec941a4624

Credential URL: [ude.my/UC-29293ad0-8938-42d4-b3af-a3ec941a4624](https://www.udemy.com/course/react-native-the-practical-guide/)

JavaScript Unit Testing - The Practical Guide

Credential ID: UC-9293f78d-a283-461a-a18e-a375e95da954

Credential URL: [ude.my/UC-9293f78d-a283-461a-a18e-a375e95da954](https://www.udemy.com/course/javascript-unit-testing-the-practical-guide/)