

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. Passionate about driving customer satisfaction and exceeding business goals.

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

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

PROJECTS

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

Weather-App | <https://github.com/fmills89/weather-app>

| <https://main-heroic-cactus-a367a9.netlify.app/>

- Weather-App was initially a project created during my boot camp. Covering DOM manipulation, API calls, and local storage utilization.
- Recently I injected TailwindCSS to complete an overhaul of the website. Highlighting mobile and website responsiveness.
- HTML, TailwindCSS, JavaScript

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.

- Tailwind CSS, Javascript, HTML, Mapbox API, Brewery API

EXPERIENCE

Charter Communications

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

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.udacity.com/course/uc-29293ad0-8938-42d4-b3af-a3ec941a4624)

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.udacity.com/course/uc-9293f78d-a283-461a-a18e-a375e95da954)