

# Michael Smith

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## Summary

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Web developer with two years of hands-on experience working on web platforms including HTML, CSS (Tailwind), JS (Nodejs, Nextjs, React), and Python (Pandas, Flask, Django). Skilled at troubleshooting in any industry with over 5 years of experience. A self-taught software developer with an eagerness to learn.

## Experience

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### **24 Hr Self Storage | Johnson City, TN**

#### **Software Developer | 08/2020 - Present**

Managed several reporting APIs from various accounting systems and automated several aspects of reporting, allowing less hands needed. Remade current website to allow for an easier experience for customers and to help it align more closely with 24 Hr Self Storage's goals while also providing more converted rentals and a better bottom line. Works closely with staff in other departments to find ways to automate their tasks.

### **Conduent | @Home, TN**

#### **Technical Support | 05/2019 - 08/2020**

Help internal customers with computer maintenance and troubleshooting. Made sure that the company was within allowable downtime to make sure customers maintained productivity.

### **A. O. Smith Corporation | Johnson City, TN**

#### **Technical Support Specialist | 03/2016 - 05/2019**

Aided plumbers in troubleshooting and maintenance of water heaters and water softeners, as well as plumbing, electrical, and some gas apparatuses. Ensured that the end customer was satisfied with their experiences with the company and product. Followed warranty protocol so that unnecessary replacements wouldn't occur, saving the company money.

### **Century Link | Johnson City, TN**

#### **Sales Associate | 10/2013 - 05/2016**

Secured many sales and helped the customer by adding more value to their experience with us. Aided customers by listening to concerns and providing a solution.

## Skills

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JavaScript, NextJS, Python, Pandas, Agile, Troubleshooting, Googling

## Education

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### **Chuckey-Doak High School | Afton, TN**

01/2012