

GREGORY MURPHY

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Technical Skills

Languages

HTML/CSS, JavaScript

Technology & Frameworks

React, NodeJS, NPM, Express

Databases

MongoDB

Projects

Codenames

March 2020

<https://greg-codenames.herokuapp.com/>

- An app based on the popular board game Codenames. Includes a live chat feature so players can join and play remotely
- MERN Stack. Utilizes WebSocket for real-time communication.

Movie Database

February 2020

<https://gregmovies.herokuapp.com/>

- An app used to track and view information on movies and TV shows.
- MERN Stack. Utilizes Open Movie Database API to add information automatically.

Stat Page

August 2019

<https://statpage.herokuapp.com/>

- Created a personal site to quickly generate graphics for Instagram pages with over 450,000 followers.
- MERN Stack. Also created an API with Python to get over 100 statistics automatically.

Industry Experience

GoReact – Orem, UT

December 2018-Present

Senior Support Engineer

- Responsible for the design, code, and implementation of industry-leading Help Center (HTML, CSS, JavaScript and jQuery). Took this responsibility on of my own volition, earned a company “Extra Base” award for my efforts (which has only been awarded to a handful of others).
- Wrote and maintained over 170 help desk articles including a set of technical troubleshooting guides. Helped drive 50% year-over-year growth in article views.
- Provided escalation support for other Support Representatives by utilizing Loggly, FullStory, MySQL database, and other tools. Specialized in LTI integration support.

GoReact – Orem, UT

August 2017-December 2018

Technical Support Representative

- Identified and reproduced over 200 bugs for the development team. Documented the reproduction steps in Jira.
- Provided technical support for customers through chat, email, and phone.
- Utilized diagnostic tools to troubleshoot software and hardware issues related to video recording.

Education

FULL STACK WEB DEVELOPMENT CERTIFICATE

March 2020

Helio Training - Salt Lake City, UT

- Certification of Skills Proficiency
- Certificate of Course Completion

BACHELOR OF SCIENCE IN BUSINESS MANAGEMENT

December 2014

Brigham Young University - Provo, UT

- 3.64 GPA