

GREGOR V. RICHARDSON

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SUMMARY

Adaptable team player seeking role as Support Engineer. Comfortable in both customer facing consultative roles and technical positions. Development experience includes contribution to the design, development, testing and maintenance of enterprise web applications.

HIGHLIGHTS

- Process Tools: JIRA, Zendesk, Workfront, Salesforce
- Strong skills in HTML5 & CSS3, SASS
- Working proficiency in JavaScript ES6, React & JQuery
- CSS Frameworks: Bootstrap, Semantic UI, Zurb Foundation
- Experience with writing API based web applications
- Familiar with Git, Gulp, Bash & Node.js

EMPLOYMENT

Socrata, Inc., *Seattle, WA*

Consulting Coach (*May 2016 – Present*)

- Helping federal, state, and local governments integrate open data tools in their various workflows
- Working with customer success managers to provide strategic support and training for over 100 accounts
- Strengthening accounts with a blend of consulting, account management, and custom code solutions
- Providing detailed feedback on pre-release software to internal product development teams
- Deploying and customizing ReactJS templates
- Creating internal and external product documentation
- Cross browser testing and debugging
- Built a custom project management workflow to manage session delivery, currently used by the support team
- Designed, implemented and maintained company's Knowledge Base portal
- Maintained 100% core CSAT on assigned accounts

NoteBooster, LLC., *Tallahassee, FL*

Co-Owner (*August 2012 – April 2016*)

- Co-founded, incorporated and built online marketplace for college students
- Developed modern mobile-friendly code using HTML 5, CSS3 & AngularJS
- Provided customer support and resolved transaction disputes for hundreds of users
- Built custom WordPress theme and maintained company blog
- Established strategic partnerships with Florida-based non-profits

Bid That Project, LLC., *North Miami, FL*

Vice President (*April 2013 – December 2015*)

- Established the company's business model, target user base and feature set
- Performed strategic research and produced over 100 pages of guiding documents
- Configured & managed ticketing systems at UserVoice & Desk.com
- Created the site's information architecture, HTML & CSS
- Served as project manager for team members and contractors

LESS, Inc., *Tallahassee, FL*

Co-Owner (*June 2012 – January 2015*)

- Co-developed a notification system to allow users to receive daily updates on their electricity usage
- Designed and built a website for registration, address lookup and the display of interactive usage charts
- Provided phone and email support for users of our app and website

EDUCATION

Florida State University, *Tallahassee, FL*

Management Information Systems, B.S. (*January 2011 – April 2013*)