

# Danielle Hoopes

Salt Lake City, Utah

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Intuitive software developer with a sharp technical acumen, curiosity to learn new technologies, and hands-on experience in requirements analysis, application development, and programming. Skilled in translating UX concepts into code, developing new user features, and devising innovative solutions. Instrumental in collaborating with designers, developers, clients, and other product stakeholders to enhance product features, functionality, and reliability. Quick learner and excellent team leader with a 'can-do' attitude and ability to propel projects and teams to peak results while working with minimal supervision. Superior communication, analytical, and interpersonal skills.

*Software & Application Development / Client Requirements Analysis / Project Management / Team Building & Leadership  
User Experience Optimization / User Training & Support / Object Oriented Design / Troubleshooting & Problem Solving*

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## TECHNICAL PROFICIENCIES

**Languages:** C#, Razor, SQL, LINQ, JavaScript, jQuery, HTML, CSS, LESS  
**Frameworks & Databases:** ASP.NET MVC, ASP.NET Core, Azure, AJAX, Bootstrap, Web API  
**Software & Tools:** Visual Studio, Jira, Git/TFS/VSS/DevOps, Azure, MS IIS, SourceSafe, SQL Server Management Studio, Agile

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## PROFESSIONAL EXPERIENCE

**Applications Developer** (Jan. 2020 – Present)

[Mascot Media](#) – Fayetteville, AR

Design, develop, and maintain the web-based applications and systems using various programming languages and tools, primarily ASP.NET C#. Hold concurrent responsibility for discussing requirements with users, writing clean and reusable code, testing, and debugging existing applications, and designing software enhancements. Serve as an internal resource for fixing software bugs and feature requests.

- Involved in the design, coding, testing, and deployment of various applications in while maintaining compliance with outlined quality standards and system requirements.
- Played an instrumental in assessing the feasibility and escalation of feature and bugs by collaborating with senior developers.
- Improved functionality and reliability of existing applications by developing enhancements, monitoring app performance, and implementing application development best practices.

**Software Development Analyst** (January 2018 – January 2020)

[Goodyear Tire and Rubber Company](#) – Fort Smith, AR

**Systems Support Analyst** (November 2015 – January 2018)

Accountable for gathering, analyzing, and validating business requirements, handling front-end development tasks, writing advanced stored SQL procedures and Views, Triggers, and proposing solutions to improve development process. Oversaw all aspects of production support, technical documentation, and end-user training.

- Augmented network support team's efficiency through developing and deploying a new network support ticket system using Bootstrap and DB2.
  - Transformed the classic ASP customer-facing sales and inventory application [Fleetwise](#) to ASP.NET and created technical documentation for existing systems and training materials for support desk and software development.
  - Maintained the reputation of a "go-to" person for all software and applications requests of users from across the nation.
  - Streamlined system support process and enhanced productivity by documenting procedures and creating a knowledge base to ensure effective company-wide information sharing.
  - Provided overarching technical support to users and promptly resolved tickets by using system analysis and documented procedures to communicate clearly with users while logging activity in ticket system.
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## EDUCATION

**MBA – Information Technology Manage ITM ('21) | Bachelor of Science in Computer Science, Cum Laude** | Southern New Hampshire University