Davis Sjoberg

New Brighton, MN 55112
Phone: 612-900-5394 | Email: Davis.Sjoberg@gmail.com
Github: https://github.com/iron318davis
LinkedIn - www.linkedin.com/in/davissjoberg
Portfolio – https://iron318davis.github.io/portfolio.html

Summary

Aspiring web designer with a passion for learning. Background in IT help desk developed prominent skills: working both individually and as a group, documenting difficult processes and making them more understandable from the users perspective, as well as extensive root-cause analysis of problems. Persisting through challenges with optimism to accomplish learning JavaScript, React, Node, and AJAX through the University of Minnesota's Coding Bootcamp. Ready and ambitious to transition into a career in web development.

Technical Skills

- Proficient with VSCode, Github, HTML5, CSS3, JavaScript, Node, AJAX, React, Express, MongoDB, MySQL, SQL, JSON, JQuery, Axios, Handlebars, and numerous NPM packages.

Projects

Not-a-POS (Active Project)

      Live - https://enigmatic-escarpment-47829.herokuapp.com/
      Github - https://github.com/iron318davis/not-a-pos

- A Point-of-Sale system that is web based instead of hardware based. It is a Heroku hosted ReactJS app that utilizes a MySQL database, Node Express routes, and MVC framework to display a user-created menu.

- Key Points:
  - All of the menu items are loaded from the database and displayed dynamically on the page. This allows an admin to add/remove menu items without having a hard coded menu.
  - The order window was created with Stateful Components so it will show as live data on the "Back of House" page.

- **Tools used**: React, Node, API, MySQL, Express, AJAX, JSON, HTML5, and CSS

Stock Portfolio Tracker

Live - https://team-caribou.herokuapp.com/
Github - https://github.com/iron318davis/stock-portfolio-tracker

- App is designed to allow users to keep track of stocks and current performance of those stocks.

- **Tools used**:   Sequelize, Handlebars, PassportJS, Node, API, Moment, JSON, and Axios.

Recipe Now!

Live - https://iron318davis.github.io/RecipeNow/
Github - https://github.com/iron318davis/RecipeNow

- A no-nonsense application that returns a recipe to users based on their given search parameter. We wanted to create a very streamlined and straight forward website that performs two different API calls and returns two sets of data that work together in the result.

- **Tools used**:   HTML, CSS, JavaScript, JQuery, AJAX, Foundation Framework, API

Relevant Work History

AmanoMcGann Inc – Parking Analyst Level 2

December 2016 – Current

- Work with field technicians to remotely resolve problems they encounter
- Identify if a problem is a configuration mistake or if it is a programming bug
- Work with developers if I cannot find an answer to a problem or issue is a bug
- Create reproduction steps to speed up locating the root-cause
- Test bug fixes before they are released to customers

Wand Corporation – QSR Help Desk Technician

February 2014 – June 2016

- Diagnosed and resolved problems with POS/Desktop/Data Server/Kitchen Displays in a quick and efficient manner
- Completed Tier 2 troubleshooting tasks when a Tier 2 agent was not available on most days
- Created SOP's and Troubleshooting Guides for Tier 1 to improve overall knowledge base on a weekly basis
- Installed new desktop computers and proprietary software remotely
- Configured new routers remotely to conform with company parameters

- Troubleshot communication issues between POS and all other equipment
- Guided on-site technicians through repair, installation, and troubleshooting
- Guided store owners and managers through repair, installation, and troubleshooting
- Directed calls to appropriate departments based on description of issues
- Worked under little to no supervision, guidance, or assistance on most days
- Aided in identifying repeat issues with new micro-atx platforms to improve future product quality
- Used Microsoft Office products on a regular basis
- Continuous use and knowledge of Netsuite ticketing system
- Averaged 75-100 calls per week with an average of 95% resolution rating
- First call resolution rating of 80% with a 15 minute call time limit
- Supported Windows XP, Windows 7, Windows 8/8.1, and Windows 10

Army National Guard - Enlisted Soldier/Heavy Equipment Operator

December 2004 – December 2015 (Deployed March 2013- January 2014)

- Effectively complete tasks in a fast paced work environment.
- Required to independently make quick decisions with or without guidance.
- Responsible for maintenance and operation of equipment valued at over $500,000 on a daily basis.
- Experienced extensive leadership training.
- Repaired equipment with limited tools to recover a $750,000 vehicle that was essential to completing a job on budget and on time.
- Managed job sites of up to 10 people and had to determine the most efficient way to complete jobs restricted by time, money, and resources while preventing injuries.
- During my time with the military,   I have learned many life skills. Since joining, I have become more   responsible, learned how to interpret directions, and learned the value of teamwork and communicating with others.

Education

University of Minnesota Coding Bootcamp – September 2020
Brensten Education Help Desk and Network Administration - March 2013

Certifications

Full Stack Web Development – University of Minnesota
Comptia 220-801 A+ Certification
Comptia IT Fundamentals
HDI Certification
Microsoft Green IT Certification