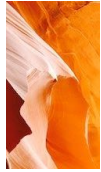# ISAAC A. GONZALEZ
JR WEB DEVELOPER

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PROFESSIONAL SUMMARY

Moldable and passionate junior full stack web developer with an eye for detail and hunger for learning, looking for an opportunity to extend development skills and knowledge by partnering with fast growing companies to scale and meet business objectives.

EDUCATION

- Full Stack Developer Certificate — Python, MEAN, C#/.NET Core — Coding Dojo Orange County   **2019**
- B.A. — Linguistics — California State University Fullerton   **2012 - 2014**

TECHNICAL SKILLS

Languages: HTML, CSS, JavaScript

FRAMEWORKS: React, Gatsby JS

DATABASES & METHODOLOGIES:

MySQL, MongoDB, Agile, RESTful API

VERSION CONTROL/MISC:

Git, Bitbucket, Jira, SmashFly, Bootstrap

CAREER DEVELOPMENT

Web Development Consultant — Point B   **February 2020 - April 2020**

- Deployed career website using content management system to meet client deliverables.
- Collaborated with IT Operations remotely to communicate weekly and daily tasks.

Full Stack Developer Intern — Coding Dojo   **December 2019 - March 2020**

- Developed web app to track inventory of school kitchen snacks using Python, Django, Heroku, Github.
- Collaborated with a team of alumni and current students on community projects/apps.
- Practiced use of Agile methodologies and iterative development through use of projects/apps.

Full Stack Developer Student — Coding Dojo   **September 2019 - December 2019**

- Developed Full stack applications to practice use of technologies in a simulated Agile environment.
- Collaborated with classmates on Github & Visual Studio Code live share as a real-time version control.
- Developed e-commerce web app using ASP.NET Core to display products & allow multiple users to have unique IDs to post/edit/delete comments in blog area.

Customer Service Manager — Arivale   **February 2018 - May 2019**

- Managed scheduling of 50-75 client phone calls & blood draw appointments per week driving over 90% engagement and over 70% retention.
- Maintained multiple support queues simultaneously using creative problem solving and de-escalation strategies to maintain over 90% client experience satisfaction rate.
- Designed new-hire training materials. Evaluated trainees to give direct feedback expediting development.

Leadership Trainee/Program Mentor — Living Stream Ministry   **August 2014 - December 2017**

- 22-month post-baccalaureate faith-based program with emphasis on personal development, community service, public speaking, faith outreach, international youth development tours, peer-based mentorship, public speaking, leadership, collaborative teamwork, & advanced theological studies.
- Directed student-led national & international conferencing with multi-thousand attendees present; managed 50+ person team to set up & break down bookstore with over 2000 items; participated in non-profit service and training, in volunteer and staff positions.
- Edited theological publications through proofreading & typesetting; facilities management, distribution, warehousing, and inventory product management of 1600 titles.

Technical Support Specialist — Apple   **June 2012 - July 2014**

- Conducted technician training & scheduling; managed staffing of 15 technicians & their assignments.
- Maintained & educated repeat customers via technical support for retail products; performed group and one-on-one customer product use trainings, customer sales & service with 40 closed sales per shift.

TECHNICAL PROJECTS

Careers.pointb.com

- Applied brand refresh changes using SmashFly CMS. HTML & CSS. Version control: Bitbucket & JIRA.
- Maintained responsiveness across Safari, Chrome, Firefox, & Edge for both mobile & desktop devices.