HARRISON SIERRA

Bellingham, WA • isierra2694@gmail.com • isierra.dev • github.com/isierra2694

Customer-focused engineer who is skilled with front-end frameworks, full-stack development, and many other technologies. Passionate about building tools that have a great user experience.

EXPERIENCE

12/2024 – Present
Web Developer • Logos
Bellingham, WA (Remote)
07/2022 – 12/2024

- Led modernization of customer chat system
- Migrated front-end content to be componentized with new NextJS/Builder.io platform
- Created interstitial webviews in desktop app to facilitate an easier subscription purchase process
- Responsible for creating most customer-facing front-end content on our website

Customer Service Technician • Logos
Bellingham, WA

- Handled elevated calls from representatives involving technical problems with Windows, macOS, and Linux
- Programmed a tool to store email templates which cut time to send an email in half
- Collaborated with development team by writing bug reports with Jira
- Consistently in top of department with a 90% resolution rate and 4.86/5 customer rating

05/2021 – 07/2022
Crew Member • McDonald's
Ferndale, WA

- Efficiently worked with team to drive a great customer experience
- Learned to effectively manage tasks in a fast-paced environment

EDUCATION

2022-2024
AA, Software Development • Whatcom Community College
Bellingham, WA

- 3.98 GPA
- Courses included Data Structures and Algorithms, Applied Computer Architecture, and other software-oriented classes

PROJECTS

Plainner • plainner.com
React • JavaScript • Electron • SQLite • AWS

- All in one plain planning solution with sharable calendars, events, and tasks

Bible Browser • github.com/isierra2694/bible-browser
WPF • C#

- Browse the King James Version and search effortlessly thanks to the indexing functionality

Emailz • github.com/isierra2694/emailz
React • JavaScript • Google Sheets

- Keep email templates organized, easy to copy, and synced throughout a whole team with Google Sheets