JACKSON ROBBINS

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PROFESSIONAL SUMMARY

Full stack web developer and literal "Jack of all trades." I offer a wide range of expertise from prior roles that encompass sales, marketing, operations, customer support, and most recently software development. From my extensive experience in customer facing roles, I am skilled at understanding the technology needs of customers or stakeholders and communicating solutions in simple and relatable terms. I am a lifelong learner who enjoys studying complex systems and solving problems.

TECHNICAL SUMMARY

Working Knowledge: Ruby on Rails, JavaScript, React, Restful API Systems, SQL, Linux Ubuntu & CentOS, Ionic, Angular, HTML, CSS, Bootstrap, Material Design Lite, Git, Node.js, FreshDesk, Trello, Invision, Google Suite

Primal Portal — https://jackrobbins1.github.io/

Web portal for Chicago Primal Gym members to record and view their personal records with interactive dashboards
- Built back end with Ruby on Rails set-up as a RESTFUL API and hosted on Heroku
- Created front end with React and used Material-UI for styling the interface and React Router for user navigation
- Generated interactive animated charts using Uber's react-vis library
- Implemented secure login and user authentication using JSON web tokens and bcrypt

Grumbler — https://jackrobbins1.github.io/

WebApp to search and view food inspection records for every Chicago restaurant
- Utilized Google Cloud Services to enable users to find restaurants with a "Googly" search bar with relevant results
- Used Chicago's Data Portal and Food Inspection Records API to show inspection records for Chicago restaurants
- Styled front end of app with Semantic UI React

AMOpportunities — https://www.amopportunities.org/

Online marketplace for foreign medical students to explore and enroll in medical rotations in the United States.
- Developed the front-end of AMO's web and mobile app using Ionic and Angular.
- Collaborated with AMO's various teams to gather input for the app and implement needed design changes.

WORK EXPERIENCE

AMOpportunities — Chicago, IL   July 2018 — November 2018
Junior Web Developer
AMO develops an online platform that connects healthcare providers with medical students seeking clinical rotations.
- Developed the front-end of AMO's web and mobile app using Ionic.
- Worked alongside AMO's various teams to gather input and design custom components for the app's UX / UI.

TouchBistro — Chicago, IL   July 2017 — October 2017
Customer Care Specialist
Toronto-based tech company that develops a restaurant point of sale (POS) system for the iPad.
- Handle Tier 1 customer support requests from inbound calls, emails, and tickets.
- Assist clients with account options, ongoing subscriptions / billing, and troubleshooting technical issues
- Created documentation for the support team's procedures to improve the quality and consistency of customer service.

DialogTech — Chicago, IL   May 2016 — January 2017
Account Development Representative of call attribution technology
Chicago-based tech company that develops inbound call tracking software for digital marketers.
- Worked with business dev. team to execute prospecting strategy built from multi-channel marketing data.
- Informed potential clients about our software and how the data it gathers can improve and integrate with their systems.

EDUCATION

Flatiron School — Chicago, IL   April 2019 — July 2019
- 15 week full-time coding bootcamp that teaches full-stack web development

Macalester College — St. Paul, MN   August 2008 — May 2012
- Bachelor of Arts in Anthropology (GPA: 3.10)

Associated Colleges of the Midwest: Costa Rica Field Research Program   January 2011 — May 2011