**JACKSON ROBBINS**

[jackson@jacksonr.com](mailto:jackson@jacksonr.com) | (312) 429-7345 |[www.linkedin.com/in/jacksonrobbins606](http://www.linkedin.com/in/jacksonrobbins606) | [jacksonr.com](http://jacksonr.com)

**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/**](https://jackrobbins1.github.io/)

Web portal for [Chicago Primal Gym](https://www.chicagoprimal.com/) 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/**](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/**](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**](https://www.amopportunities.org/) **— 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**](https://www.touchbistro.com/) **— 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**](https://www.dialogtech.com/) **— 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