JAMES JORGEN TUCK

FULL STACK DEVEOLOPER | HE/HIM

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EDUCATION

University of Utah: 2021
Full Stack Web Development

TECHNICAL SKILLS

- MongoDB
- Express
- React
- Node.js
- MS SQL/MySQL
- HTML
- CSS
- Bootstrap
- JavaScript
- jQuery

CAREER HIGHLIGHTS

Created a full stack website with my team. This allows authenticated users to upload content to an S3 bucket, and includes an integration with stripe.
it can be found at: pixi.pics

While working in the New Accounts team at DealerSocket I built a automation tool in PowerShell to improve efficiency and reduce errors. After transitioning to the Data team I was able to rebuild the tool in C# and it is now used by every member of the New Accounts team. This tool saves ~40 to 50% off the total setup time for each new customer

Additional projects can be found on my portfolio located on jorgentuck.com

WORK EXPERIENCE

CRM Support Specialist
Roadster | 2021 - Present
- *Work with Product Managers to identify CRM pain points*
- *CRM subject matter expert*

Data Analyst 1
DealerSocket | 2019 - 2020
- Use SQL to remedy incorrect data for the CRM
- Identify and track down bugs in the stored procedures
- Maintain the New Accounts build tool

CRM New Accounts Specialist
DealerSocket | 2018 - 2019
- Work with Project Managers and Customers
- Setup CRM software for new customers
- Developed a tool for the team to reduce setup time by 40-50% which is still in use now

CRM Technical Support Engineer
DealerSocket | 2017 - 2018
- Quickly mastered the CRM to train and support customers
- Became the go-to resource for technical CRM questions

Tech Support Manager
Alder Security | 2017 - 2017
- Managed 32 tech support agents
- Oversaw all their training and kept them on task
- Cut service costs by incentivizing phone fixes

Assistant Lead Technician
Alder Security | 2017 - 2017
- Ensured all technicians were trained to standard
- Assisted the management of technicians
- Maintained excellent inventory control

Technician Trainer
Protection One Security | 2015 - 2017
- Personally trained new technicians on proper install standards
- Created all training videos
- Updated all LMS (learning management system) material
- Maintained training website for Summer, Commercial, and National Account technicians