



JAVAY PORTER

porter.javay@gmail.com | 202-590-9878 | Lanham, MD 20706

Summary

Adaptable Software Engineer ready to support operations from conception through post-release support. Skilled creator of efficient code and exciting user experiences. Eager to elevate ongoing development projects or create novel software solutions geared towards driving increased usership.

Skills

- Strong Interpersonal and Communication Skills
- Analytical Thinking and Problem Solving
- Teamwork and Collaboration
- Eagerness to Learn New Technologies
- Programming Languages: JavaScript, TypeScript, Python, Ruby, Java
- Databases: MySQL, SQLite, Oracle, MongoDB
- JS Frameworks: React, NodeJS
- Agile/Scrum Methodology
- API Design and Development
- Object-Oriented Programming
- Debugging and Troubleshooting
- Continuous Integration and Continuous Delivery (CI/CD) practices

Experience

ANGI Homeservices
Apprentice Engineer
01/2022 - 12/2022

- Collaborated with cross-functional team to define features and build powerful and easy-to-use products and customer-facing workflow tools.
- Developed production, test, and beta web applications using a variety of programming languages including JavaScript, TypeScript, Java, Ruby, and Python.
- Documented technical specifications and project testing methods for future reference.
- Reviewed and modified unit and integration tests to improve software quality and reliability.
- Identified and communicated potential risks and roadblocks to properly execute projects.
- Conducted full lifecycle software development from planning to deployment and maintenance.

Angie's List | Fairfax, VA
Quality Engineer
10/2019 - 12/2021

- Created, maintained and executed manual test cases for requirement validation, integration, regression and usability testing.
- Wrote front end web automation tests and assisted software engineers with maintaining the automation test suite
- Tested APIs using Postman and Insomnia.
- Created, tested, and frequently deployed changes to a single page React application used by quality engineers as a testing resource site.
- Participated and contributed in technical discussions to ensure efficient test solutions can be created and implemented.
- Understood and adapted to changing system constraints and new requirements in order to ensure quality.
- Assisted the team by completing UI and feature flag tickets during high pointed sprints

mHelpDesk Inc. | Fairfax, VA
Technical Support QuickBooks Specialist
01/2019 - 10/2019

- Leveraged tools, resources and company procedures to address and diagnose problems.
- Provided product assistance across departments by explaining system integrations and software functionalities to end-users.
- Addressed QuickBooks technical issues via chat, phone, and email
- Actively participated in various technical meetings, including but not limited to weekly Technical Support Meetings, QuickBooks Product Meetings, Engineering and Product Sprints, and Retrospective Meetings
- Uncovered all product improvement requests from customers before escalating to product and engineering; assist product team with feature changes and/or enhancements
- Responsible for prioritization and follow-through of personal JIRA tickets entered into the system. This includes but is not limited to testing, updating tickets as needed, informing customers of any changes, and collaborating with engineering and product on escalated issues within the software.

mHelpDesk Inc. | Fairfax, VA
Tier 2 HelpDesk Support
03/2017 - 01/2019

- Assisted customers with technical issues via email, live chat and telephone.
- Troubleshooted software and hardware issue tickets
- Created new accounts, reset passwords and configured access for users.
- Researched issues on various computer systems and databases to resolve complaints and answer inquiries.
- Used join.me to provide support via remote sessions
- Resolved and followed up on customer issues.
- Handled a large volume of phone calls, chat and emails.
- Displayed courtesy and strong interpersonal skills with all customer interactions.

Education and Training

University of MD University College | USA
Some College (No Degree) in Computer Science

Northwestern High School | Hyattsville, MD, USA
HIGH SCHOOL DIPLOMA in MATHEMATICS
GPA: 3.8

Certifications

George Washington University College of Professional Studies, Full Stack Developer Certification, 2020
Udemy, The Complete MySQL Developer Course Certificate of Completion, September 2019
Intuit, QuickBooks Desktop Certified User, April 2019
Intuit, QuickBooks Online Certified Advisor, September 2018