JACK (JOHN) MADDEN

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SUMMARY

Self-motivated Full Stack Engineer with expertise in early problem detection and developing creative solutions. Recognized for excellent client communication skills, easily conveys technical terms to a non-technical audience. Knowledgeable on multiple programming languages. A quick study with a passion to learn. Known as a team player always willing to ask or answer questions to get to the root cause. Proven ability to deliver excellent customer service. Desires to leverage recently attained Software Engineering Certificate and technical experience into a Junior Web Development role.

TECHNICAL SKILLS

- React • Node.js • MongoDB • Express • Tailwind • CSS3 • HTML5 • Javascript • Ruby on Rails
  - Sinatra • SQL • Git • OAuth • Bootstrap • Next.js • RESTful • MVC

CERTIFICATIONS

Software Engineering Certificate, Flatiron School (New York City, NY), July 2021
Worked full time while achieving certificate.

PROFESSIONAL EXPERIENCE

APPLE INC. (New York City, NY & Nashville, TN)   **2019 — June 2021**

Specialist/Retail Customer Care **(2019- June 2021)**
- Recognized as the "go-to" person for managers and co-workers for problem solving.
- Helped co-worker with client who had difficulty with phone turning off and on. Discovered it was a hardware issue and was able to replace the part enabling the phone to function correctly.
- Effectively uncovered client needs through open-ended questions resulting in solutions that increased store revenue by $2500 -$10,000 per day.
- Trained clients on technical information empowering them to understand how to fix future mistakes.

At Home Advisor **(March 2020—October 2020)**
Apple customers' virtual first point of contact, providing friendly and world class customer service, troubleshooting and technical support. (Stores were closed during Covid.)
- Achieved a 90% satisfaction rate by exceeding customer expectations, delivering knowledgeable, excellent customer service.
- Listened to customers and used technical knowledge and creativity to achieve an 85% problem resolution rate.

NATURESOFT HOME & WATER SOLUTIONS (Indianapolis, IN)   **2017 — 2019**

Head of Technology
- Structured backend software, creating a scalable database for future company growth of over 500+ air and water purification buyers.
- Implemented marketing programs for client acquisitions leading to a 10+% earnings increase per patron within the first three months.

EDUCATION

Dual-Degree Program, Computer Science/Computer Engineering (completed 3 years)
Butler University/Purdue University (Indianapolis, IN)

PORTFOLIO

https://jck13mad.github.io/madden