Jeff Kealy

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Technical skills:

JavaScript, AngularJs, Angular Material, jQuery, HTML5, CSS3, Express, Node.js, Bootstrap, MongoDB, SQL, Firebase, Adobe Photoshop

Experience:

<u>Prime digital academy</u>   **October 2016 - February 2017**
Full stack software development student

Solo project - Füdr
- Füdr is an application I created to help decide where to eat out.
- I created it because people often eat with their eyes. It helps to see food when deciding on what to eat.
- Füdr works by showing a photo of a random dish from a local restaurant. The user can swipe right for yes or swipe left for no. After a time, they can review the restaurants where they chose yes.
- The technologies used were AngularJS, Node.js, Express, MongoDB, Angular Material.

Group project
- American Drapery Systems needed a better way to input and forward their measurement data. Our group created a mobile application to bring to a job site where measurements can be entered as they are taken.
- The measurement data is then used to place orders for necessary materials and forwarded to installers with installation instructions.
- For this project we used AngularJS, Angular Material, Postgres, Node.js, express, Amazon Web Services, and Firebase Authentication.

<u>Best Buy</u>
Quality Analyst   **March 2008 - August 2016**
- Daily assessment of English and Spanish audio and written customer interactions. Provided daily feedback and coaching to call center agents.
- Created multiple Microsoft Access databases, queries, reports, and forms for all quality programs and necessary ad hoc reporting.
- Frequently identified opportunities for improvement in departmental procedures and partnered to correct and update them.
- Developed and implemented 5 different employee monitoring quality programs.
- Developed and conducted new hire and refresher trainings.
- Performed 1 on 1 coaching and group coaching.
- Identified the need for new reporting.
- Detailed understanding of all related Best Buy policies and procedures.

Development Support Representative   **June 2007 - March 2008**
· **Took escalated phone calls and reexamined customer requests to seek out an appropriate resolution to their issues.**
· **Provided support to first level agents by answering policy and procedural related questions.**
· **Offered feedback to first level agents on alternative ways to address customer issues.**

Customer Care Representative   **January 2006 - June 2007**
· **Assisted customers over the phone support with a variety of store related issues.**
· **Top agent for 3 months straight.**

Nagell Law, PLLC
Translator   **May 2016 -Present**
· **Translate legal documents from Spanish to English.**

Education:
Prime Digital Academy
Full Stack Software Engineering Education   **January 2017**

North Hennepin Community College: Associates, Liberal Arts and Sciences
Associates, Liberal Arts and Sciences   **January 2009**

Institute of Production and Recording
Associates, Audio Production and Engineering   **December 2006**

Languages:
I went to a Spanish immersion elementary school for the first 6 years of my education and am fluent in Spanish.