

JERAN URBAN

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Professional Summary

I am a knowledgeable Software Developer, skilled in data collection, analysis and management. I Work well under pressure and consistently meet deadlines and targets while delivering high quality work. I promote object-oriented approaches to real-time software development. I am analytical and detail-oriented, skilled at technical leadership, communication and presentations, experienced in full project life cycle from design to implementation to integration, and I possess a strong knowledge of Javascript programming and I am quickly able to master new software packages and hardware technologies.

Skills

- Performance and scalability optimization
- Advanced problem solving skills
- Troubleshooting and debugging
- Innovative
- Exceptional time management
- Data management

Work History

Customer Service Representative

08/2011 to 11/2012

Nordstrom Rack – Austin, Texas

- I provided help and service to customers, trained new employees, managed my department, and helped to provide a healthy working environment for my coworkers.
- I provided an idea to increase usability of the Nordstrom reward card programs by automating the Nordstrom Notes earned for gift cards, and decreasing the amount of letters sent to customers. This was to increase the customers' experience, and I was spoken to by upper management about my ideas for the process and implementation.

Sales Representative and Repair Liaison

10/2013 to 02/2014

Jared the Galleria of Jewelry – Cedar Park, Texas

- My duties included helping customers find the best product to meet their needs, placing orders for pieces of jewelry not kept in the store, helping maintain the

integrity of the store, completing specialized training for each of the sections of products, and performing inspections for jewelry and interacting with the repairs department for jewelry in need of repair to maintain the status of the warranties.

Manager

01/2014 to 11/2014

Freddy's – Pflugerville, Texas

- My duties included taking orders, preparing food, supervising sanitary standards, interviewing, on-boarding and training new employees, performing quality assurance checks, taking inventory, handling all office duties, handling disputes between customers, employees, and other managers, performing electrical maintenance for the store, and managing shifts with multiple employees who spoke multiple languages.
- I helped the store increase sales by instituting community outreach for all events within Pflugerville, reaching out to local stores and schools for fundraisers and discounts, as well as increasing the employee satisfaction through a rewards program.

Service Manager

01/2015 to 03/2016

Chipotle – Round Rock, Texas

- My duties included taking orders, preparing food, supervising sanitary standards, interviewing, on-boarding and training new employees, performing quality assurance checks, taking inventory, handling all office duties, handling disputes between customers, employees, and other managers, performing electrical maintenance for the store, and managing shifts with multiple employees who spoke multiple languages.
- I helped the store increase sales through community outreach for schools and local businesses through fundraisers, discounts and catering, helped with a grass roots campaign for newer stores opening up in other cities, as well as helping train employees and management for other locations. I was also in charge of helping multiple areas correlate an educational class for new managers.

Marketing Representative

02/2016 to 04/2016

LEI Home Enhancements – Austin, Texas

- I was in charge of Door-to-door Appointment setting, training new representatives, office work which included networking, setting up wireless devices for the office, and generating leads with advanced notice information for the sales team, and creating interest and educating customers on the product for the sales team.

Software Developer Trainee

06/2016 to 11/2016

UT Austin – Austin, Texas

- I learned to incorporate Natural, Python, Django, HTML, and CSS and used the programming skills and standards to accomplish needs of the university, and learned how to implement red light, green light testing and unit testing to maintain coding standards and best practices.
- I learned general office skills including scheduling meetings among multiple department heads and analysts for code review and analysis to ensure the standards learned, as well as being the graduation coordinator for the training program, preparing the key note speaker and presenter for the graduation of trainees.

Web Developer Agent

11/2016 to 04/2017

Site 5 Web Hosting – Austin, Texas

- My job description included troubleshooting issues with sites and CMS including, Wordpress, Joomla, and Drupal, html, and Django based sites, using programming skills to accomplish needs of the customers, and verifying the DNS path through the DNS cluster to ensure the sites were routing correctly to the proper server.
- I attended meetings, and training classes to learn the tools that each brand supported used, including Host Gator, Site 5, and Arvix, to help the customers have great support through live messaging, tickets for advanced support, and phones for entry support.

Coding student

03/2017 to Current

UT Coding Bootcamp – Austin, Texas

- Learning to incorporate Node, Javascript, jQuery, html, MySQL, APIs, and css for full stack development of front and back end programming languages, as well as coding standards, and troubleshooting techniques.
- Learned to include Bootstrap design to have a working visual aid for clients within an hour of the requested service, as well as dynamically programming for quick deployment from local development environments.
- Created multiple apps, including: Meet Smarter, a way for groups to tell where other members will be meeting with live updates and a live chat feature; Bamazon, a functional, much smaller version of the functionality of Amazon, with bidding functionality, and customer, manager and supervisor levels of interaction; and multiple apps with a live running server, and a live connection to a MySQL database.

Education

High School Diploma:

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Pflugerville High School - Pflugerville, Texas

Associate of Science: Criminal Justice

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Austin Community College - Austin, Texas

Bachelor of Science: Criminal Justice

UT Dallas - Richardson, Texas

Bachelor of Science: Criminal Justice

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Texas State University - Round Rock, Texas

- My degree field included a lot of group work, social studies, and an in-depth analysis of the prison systems and legal set ups and laws of multiple countries in comparison to the United States. The research for 30+ page papers every few weeks, taught me to glean the important content from large and difficult-to-read documentation quickly.
- My GPA was a 3.9, and I graduated Summa Cum Laude.