Justin Junious | Software Engineer

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About Me

I am a problem solving, adaptable, solutions driven software engineer with a passion for creative design and intuitive functionality. I am excited to grow and use my skill set to impact an engineering team with a focus on creative, flexible and intuitive development.

Technical Skills

FrontEnd: JavaScript, HTML5, React.js, Vue,
Backend: MongoDB, Mongoose, PostGresSql, Sequelize, Flask, Heroku, Express, Node.js, Git, Node.js, Surge, Python

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Software Development Projects   September 2022 - Present

Dotify Music App - Music application that allows viewing, listening to music, and creating a playlist of music hosted via AWS.
- Utilized a PERN stack and AWS (Postgresql, Express, React.js, Node.js, Javascript) to build a full stack application with full create, read, update, delete (CRUD) operations hitting all RESTful API calls.
- Utilized Javascript and AWS to create a highly scalable architecture where AWS stores the music files and links them to Postgresql to call on each music file.
- Implemented ability to create a playlist with liked music and associate it with a specific user.
- Utilized Hand Rolled user authentication
- Made frequent commits using Git control throughout the production of the application.

Excellent Nutrition - Nutrition Application that allows viewing and creating recipes, adding food and creating daily meal plans.
- Utilized a MERN stack (MongoDB, Express, React.js, Node.js, Javascript) to build a full stack application with full create, read, update, delete (CRUD) operations hitting all RESTful API calls.
- Styled and created the visual aspects using HTML5, and CSS3
- Utilized Javascript to create a highly scalable architecture with drop downs that pulled results from MongoDB collections.
- Used Mongoose to define schemas for MongoDB collections.
- Made frequent commits using Git control throughout the production of the application.

BlackJack - Game that allows you to play blackjack against another user controlled player.
- Styled and created the visual aspects using HTML5, and CSS3
- Utilized Javascript to create a fully functional game that allows you to check for winners, draw, hit and stay against a controlled player.
- Implemented score tracker to count wins and losses for the first player.
- Made frequent commits using Git control throughout the production of the game..

YouBuy - Nutrition Application that allows viewing and creating recipes, adding food and creating daily meal plans.
- Utilized a PERN stack (PostGresSql, Express, React.js, Node.js, Javascript) to build a full stack application with full create, read, update, delete (CRUD) operations hitting all RESTful API calls.
- Used Node.js and PostGresSql to simulate emailing the user of the item.
- Utilized Hand Rolled user authentication
- Made frequent commits using Git control throughout the production of the application.

Amusement Park Guide - Full-stack application that organizes available rides and experiences at the theme park and allows filtering results and leaving comments about theme parks.
- Utilized a MERN stack (MongoDB, Express, React.js, Node.js) to build a full stack application in 2 days with create, read, and delete (CRUD) operations hitting all RESTful API calls.
- Used Javascript to create search functionality that searches keywords from collections in MongoDB.
- Used Mongoose to define schemas for MongoDB collections.
- Implemented Marquee styling to uniquely display comments.

Professional Experience

Hubspot, Manager, Customer Support Team (startup)   **July 2021 - May 2022**
- Managed the day-to-day operations, goal setting, performance management, and growth of 15 customer support specialists and team leads with a focus on providing fast and quality support to customers via email, phone, and chat.
- Reviewed and analyzed customer support performance data to make informed decisions about team management, operations, and strategy.

- Collaborate with internal stakeholders to improve processes and holistically drive effective solutions for our customers.

monday.com, Manager, Customer Experience Team (startup)   **October 2019 - July 2021**
- Managed a high performing team of 15 customer experience advocates, managers, specialists, and interns with a focus on providing fast and quality support to customers via email, phone, and office hours.
- Awarded coach of the year for coaching and developing direct reports to achieve the highest overall results, resulting in 95% of direct reports having earned promotions or career transitions within the company in 2020.
- Developed and executed strategies using data to increase team efficiency including Zendesk operation, user support experience queue optimization, agent queue optimization, onboarding and ongoing development for new and existing team members.
- Contributed to the development of our quality program including defining quality assurance standards, regular interaction reviews, feedback delivery, and training and education based upon key findings.

monday.com, Customer Support Manager (startup)   **September 2018 - October 2019**
- Provided daily support via email, phone, office hour demos, and weekly webinar product demonstrations to no-touch customer base.
- Managed a portfolio of 20 dedicated accounts with a 4-part onboarding process including kickoff, basic walkthrough, advanced walkthrough, and workflow building sessions.
- Contributed to NPS program management and gleaned key insights from customer base to inform customer experience management strategy, localization efforts and future product changes.

Education
General Assembly
Software Engineering Immersive   September 2022 - Present