Justin Junious | Software Engineer I
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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.

Skills
Software: JavaScript, React.js, HTML5, CSS3, Heroku, Express, Node.js, MongoDB, Mongoose, Git, GitHub, SQL, PostGres, Sequelize
Soft Skills: Communication, People Management, Adaptability, Problem-Solving, Time Management,

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Software Development Projects   September 2022 - Present
Food Nutrition App - Nutrition Application that allows you to view and create recipes, add food and create 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.

Amusement Park Guide - Full-stack application that organizes available rides and experiences at the theme park and allows you to filter results and leave comments about theme park.
- 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 Mongoose to define schemas for MongoDB collections.
- Implemented Marquee styling to uniquely display comments.

Professional Experience
Hubspot, Manager, Customer Support   **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   **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 in 2020.
- 95% of direct reports have earned promotions or career transitions within the company over the last year.
- Responsible for developing and executing 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   **September 2018 - October 2019**
- Provided daily support via email, phone, office hour demos, and weekly webinar product demonstrations to no-touch customer base while managing 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.

Apple, Specialist   **August 2015 - September 2018**
- Transform store visitors into product owners by getting to know the customer, recognizing their need and how a product can benefit them, create excitement by providing personalized and complete solutions and enrich lives through knowledge, expertise and excellent customer service.

- Trained and certified to provide technical support to customers with iOS and Mac OS devices.

Education
General Assembly
Software Engineering Immersive   September 2022 - Present