Justin A. McDonald

OBJECTIVE: "Seeking an engaging part-time web development opportunity wherein raising the benchmark is the agenda of every day, and where solving impossible problems and challenging stagnant plateaus is considered standard practice."

Key Skills & Core Competencies:

- Highly refined attention to detail in all aspects of a project, from spelling and grammar to overall quality, with exemplary proficiency in shifting perspectives to ensure all aspects are covered regardless of potential audience.

- Extraordinary problem solving skills derived from a dedication to finding a solution regardless of what might be required to do so.

- High aptitude in analytical and technical skills centered on conquering the increasingly complex scenarios warranted by today's fast-paced, results-driven business structures.

- Natural appetite for experimenting with new strategies to streamline processes and maximize overall efficiency.

- Strong written and oratory communication and presentation skills essential to teamwork-based project execution.

- Able to shift fluidly between the macro and micro scopes of a project as necessary while maintaining overall perspective to facilitate an efficient accomplishment of tasks within each scope.

- Broad range of technological competencies based in multiple operating environments and applications, including the core competencies of front-end web development.

Skills Summary:

- Attention to detail
- Quality management
- Communications
- Troubleshooting

- Qualitative analysis
- Quantitative analysis
- Report preparation
- Content creation

- Advanced computing
- Front-end web development
- Complex mathematics
- Technology adaptation

Web development competencies:

- HTML
- Git/GitHub
- BASH

- CSS
- Bootstrap
- Bulma

- Javascript
- jQuery
- API interaction

Professional Experience:

Primary Intelligence   Draper, UT   (10/2013 - Present)

Product Manager (6/2018 - Present)
- Plan, define logic, wireframe, test, and implement new features and enhancements for the SaaS platform the company provides to its clients.
- Investigate and confirm reported bugs and route to the appropriate development resource for resolution.
- Engage with internal and external users to determine needs and expectations. Use feedback to develop new features and enhancements to optimize efficiency and ease of use of the software.
- Research cutting edge functionality users desire and incorporate into new feature planning.

Sr. Software Support Specialist (4/2017 - 6/2018)
- Managed all aspects of the helpdesk tool for the software the company provides, including processing support requests, creating and updating help center documentation, and designing the UI of the help center itself.
- Executed troubleshooting efforts in processing support requests to confirm reported bugs or determine user error and provide education to the requester if necessary.
- Coordinated with the appropriate Product Manager to prioritize bug fixes and feature requests.
- Oversaw the feature request portal in use at the time and monitored for viable requests. Later researched and implemented a new feature request tool that provides greater efficiency to the feature request process.

Program Analyst (9/2014 - 4/2017)
- Reviewed feedback obtained from client customers and edited for readability.
- Synthesized a summary of each feedback session to produce a concise report of the highlights of the feedback obtained, formatted for easy consumption by client leadership to produce actionable intelligence to drive short-term positive change.
- Produced aggregate summary reports of all feedback obtained, employing data analytics and charting to identify recurring key themes and produce actionable intelligence to drive long-term positive change.

Executive Assistant (10/2013 - 9/2014)
- Processed sample provided by client to be used for customer feedback outreach.
- Corresponded with client customers to obtain quantitative feedback and coordinate an agreeable time for the consultant to conduct a phone-based feedback session to gather qualitative feedback.
- Managed sample status reporting to clients to ensure project efficiency and timely completion of the project.
- Assisted with miscellaneous custom projects as requested by client or consultant.

Additional experience available upon request.

Education:

Professional Education - University of Utah   Salt Lake City, UT United States (11/2020 – 05/2021)

1901 East, South Campus Drive Salt Lake City, Utah 84112
- Full Stack Flex Web Development Bootcamp

University of Utah   Salt Lake City, UT United States   (08/2008 – 12/2012)

1901 East, South Campus Drive Salt Lake City, Utah 84112
- Bachelor of Science – Partial complete
  Major: Physics **Minor:** Mathematics

Brighton High School   Salt Lake City, UT United States   (08/2008 – 12/2012)

2220 Bengal Blvd, Cottonwood Heights, UT 84121
- High school diploma

Contact Information:

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