

Justin A. McDonald

OBJECTIVE: “Seeking an engaging full stack 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 across 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 micro and macro scope 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 full-stack web development.

Skills Summary:

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| • Attention to detail | • Qualitative analysis | • Advanced computing |
| • Quality management | • Quantitative analysis | • Full-stack web development |
| • Communications | • Report preparation | • Complex mathematics |
| • Troubleshooting | • Content creation | • Technology adaptation |

Web development competencies:

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|--------------|----------------|--------------|
| • HTML5 | • VS Code | • AJAX |
| • CSS3 | • BASH | • Handlebars |
| • Javascript | • Bootstrap | • MySQL |
| • Git/GitHub | • Bulma | • MERN stack |
| • DevTools | • jQuery | • PWAs |
| • DevOps | • RESTful APIs | • SPAs |

Professional Experience:

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

Product Manager (6/2018 - Present)

- Responsible for approximately 40% of our primary SaaS application — a large, complex dashboard and analytics tool that supports the market research services we provide to clients
- Engage with internal and external users to determine needs, pain points, and other opportunities for improvement within the system
- Combine user feedback with independent research of latest technologies to plan new features and enhancements to existing functionality to address key user needs and pain points
- Draft specs and mockups for new features and enhancements after planning is complete, accounting for risks and potential breaking changes that may affect other areas of the system
- Maintain areas of the system I own, including investigation of reported bugs and drafting replication steps to provide the engineering team to facilitate resolution
- Regularly lead weekly team meeting with other product owners when VP of Product is unavailable to coordinate and align release scheduling to ensure all testing of new code is complete, as well as discuss ongoing and upcoming projects to balance workflow for the engineering team
- Regularly meet with VP of Technology to review workflows and discuss methods for optimizing workflows, such as the current initiative of transitioning to a Continuous Integration process
- Noteworthy systems I own and maintain, designed, or have contributed to include:
 - Design and implementation of system alert/notification capabilities
 - Design and implementation of data migration and import tooling
 - Design and implementation of note-taking functionality for primary data view
 - Design and implementation of recording management tooling
 - Design and implementation of functionality for segmented recordings
 - Redesign of UI/UX and improved functionality for critical internal research tools
 - Redesign of UI/UX and improved functionality for advanced data filters
 - Redesign of UI/UX and improved functionality for several data aggregation views
 - Redesign of UI/UX and improved functionality for the user management system
 - Redesign of UI/UX and improved functionality for data export tooling

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 redesigning the UI of the help center itself.
- Conducted troubleshooting relevant to processing support requests to confirm reported bugs, or identify simple user error and provide education to the requester if necessary.
- Coordinated with the Product Management team to help prioritize bug fixes and feature requests based on urgency expressed in the support request.
- 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.

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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