JAMES MONTGOMERY

Petaluma, CA
Phone: *1(415) 912-0202* │ Email: *jpmonty94@gmail.com*
LinkedIn: *https://www.linkedin.com/in/james-montgomery-b8b8681b2/* │ GitHub: *https://github.com/jmonty94* │ Portfolio: *https://jmonty94.github.io/portfolio2.0/*

SUMMARY

- Driven **Full Stack Web Developer** with obsession for creating **DRY** code and seamless UI
- Proven **Customer First** mentality with a focus on team collaboration to achieve outcomes
- Awarded **CSAT Gem** for perfect customer interactions for an entire fiscal quater

TECHNICAL SKILLS

Languages: HTML, CSS, JavaScript, SQL, NoSQL, GraphQL
Applications: jQuery, ReactJS, NodeJS, ExpressJS, MaterialUI, Bootstrap, MongoDB, Sequelize,

PROJECTS

Let'sFrickinGame │ https://github.com/jmonty94/lets-fricking-game │ https://lets-frickin-game.herokuapp.com/
- *A looking for game app that allows players to post that they are looking for squad members to play with.*
- *Responsible for creating model and view portion of the project. Ensured project was mobile friendly and that the data populated correctly on the page and in the DB*
- *MongoDB, GraphQL, ReactJS, MaterialUI, NodeJS*

NoSQL Social API's │ https://github.com/jmonty94/noSQLSocials
- *A Database and API calls for a Social Media Startup*
- *Created APIs and Models for Users, Thoughts, and add/remove Friends*
- *MongoDB, Mongoose, ExpressJS, NodeJS, Postman*

Offload │ https://github.com/ayeh6/Offload │ https://yeh-offload.herokuapp.com/
- *A site where users can post items they wish to get rid of.*
- *Responsible for creating and formatting most pages of the front end*
- *MySQL2, Sequelize, ExpressJS, NodeJS, Handlebars.js, Bootstrap*

EXPERIENCE

Product Support Representative   2019 – 2022
Autodesk   San Rafael,CA
Provided hands on customer support of the online store and installed products. Used API calls to refresh customer data. Performed remote sessions to provide customers with whiteglove assistance with issues on the online account portal and online store as well as troubleshoot installed products

Key Accomplishments:
- *Restructured and delivered training program for new hires*
- *Developed training for tenured employees on newly implemented software*
- *Achieved 100% CSAT rating for an entire fiscal quarter and led 120 person AMER team in CSAT*

Data Recovery Advisor   2015 – 2017
Drive Savers Data Recovery   Novato,CA
Answered inbound phone to assess customer data recovery needs and provide preliminary quote for available services. If call converted to sale provided customer with shipping details and relayed information to engineering team as to specific customer needs.
Key Accomplishments:
- *Answered 70-80 calls per week on only a 3 day schedule*
- *Had highest conversion rate for mobile device recovery callers*

Server/ Lifeguard/ Line Cook/ Outside Services   2012 – 2019
Meadow Club Golf Course   Fairfax,CA
Available to all departments within the company over a seven year tenure. Became known as the person to call on when something needed to be done at a moments notice. Was able to flourish in every department regardless of season and business
Key Accomplishments:
- *Supervised lifeguard staff and managed schedule for 9 employees*
- *Worked 200 person events in both back and front of house responsibilities*

EDUCATION

Boot Camp Certificate: *UC Berkeley, Berkeley, CA [Boot Camp should be listed first if it is the most recent]*
A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Node.js, MySQL, MongoDB, Express, Handelbars.js, ReactJS, and GraphQL.