John Dunstan

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↖ johndunstan.github.com

Summary

Over nine years serving customers through software production and support. Transitioning from working near code to writing code with an eye for UX and an ability to see product from others' perspective.

Education

Computer Science, B.S., *Biola University* ⧉
Cum Laude

Full Stack Certificate, *Nucamp* ⧉
Frontend with honors

Professional Experience

Product Manager, *KidCheck* ⧉   07/2020 – present
- Guide overall direction of KidCheck's product
- Coordinate and direct development of features, bug squashing, and releases
- Work with development team to ensure the right work is done the right way

Project Manager / Quality Assurance (QA) Tester, *KidCheck* ⧉   11/2018 – 07/2020
- Planned implementation of new features and enhancements to software
- Tested in-progress changes to ensure quality, bug-free releases
- Investigated, confirmed, and documented reported software issues

Technical Support Manager, *KidCheck* ⧉   05/2016 – 11/2018
- Led and trained support team to consistently serve customers with quality and compassion
- Worked with development team to provide user feedback and requested features
- Tracked trends on incoming cases to ensure adequate ongoing coverage

Technical Support Specialist, *KidCheck* ⧉   01/2013 – 05/2016
- Troubleshot a wide variety of issues - anything from unusual technical behavior to someone not knowing how to turn on a computer
- Responded to incoming technical support calls, emails, and chats to serve customers in a timely, helpful, and cheerful manner

Skills

Frontend
Javascript, React, ReactNative, HTML, CSS, SCSS

Backend
NodeJS, Express, MongoDB

Tools
VSCode, Git, GitHub

Other
Postman, Sketch, Figma, Photoshop