

JONATHAN SHEETS

WEB DEVELOPER

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PERSONAL PROFILE

Junior web developer with experience in music, healthcare, and email industries. Strengths include problem solving and process optimization as well as the ability to learn complex concepts quickly.

QUALIFICATIONS

- Detail oriented and focused professional committed to develop and grow in the technology sector
- Exceptional troubleshooting skills used to identify the root cause and resolve challenging technical issues
- Able to quickly learn and master new technology
- Proficient in a range of computer systems and tools

TOOLS & TECHNOLOGIES

- HTML
- CSS
- JavaScript
- React/React Native
- Angular
- NodeJS
- Express
- MongoDB
- Bootstrap

DEVELOPMENT PROJECTS

Full-Stack Movies Application 2021

- Built a RESTful API and database that stores information about various movies. The front-end was created using Angular and allows users to create an account, view a list of all movies in the database, get information about a single movie, genre, or director, as well as add/remove movies from a favorites list.
- Technologies used include: Node.js, Express, MongoDB, Mongoose, Angular, and Angular Material
- Live site available [here](#)
- See the code on [GitHub](#)

React Native Chat Application 2021

- Built a simple, real-time chat application for Android and iOS that allows users to chat, share images, location data in a map view, and has offline message viewing capability. The app utilizes anonymous user authentication via Google Firebase and message data is stored in a Google Firestore Database.
- Technologies used include: React Native, Expo, Gifted Chat, Google Firebase, Google Firestore
- See the code on [GitHub](#)

WORK HISTORY

Customer Success Specialist

Validity, Inc., Sept. 2019 - April 2020

- Guided new customers through a detailed onboarding process and provided education necessary to ensure successful utilization of purchased tools
- Hosted online training webinars and fielded a variety of client questions related to product adoption
- Regularly created and delivered client email performance reports directly to partners as well as Customer Success Managers
- Proactively identified and implemented improvements and best practices to Customer Success team workflows
- Distilled client inquiries and clearly communicated solutions in a timely manner
- Managed multiple client's onboarding processes simultaneously

Associate Certification Analyst

Return Path, Sept. 2018 - June 2019

- Completed business model, infrastructure, and performance reviews for prospective companies applying for Certification
- Effectively communicated program requirements with sales personnel
- Troubleshoot issues related to prospect data and work with sales to achieve resolution
- Maintain all communications within Zendesk
- Leveraged Salesforce to gather additional prospect information
- Collaborated with Certification Analysts to effectively hand off prospects meeting program requirements
- Researched email authentication protocols and provided training to a non-technical audience
- Managed up to thirty prospect reviews simultaneously
- Addressed Certification program escalations and security alerts as part of an on-call rotation

Physical Therapist Assistant/Rehab Director

July 2012 - Sept. 2018

- Developed and managed caseload in multiple therapy settings
- Obtained M.D. orders for multiple therapy disciplines
- Ensured all paperwork correctly filed in electronic and soft charts
- Provided physical therapy in accordance with established plan of care
- Communicated with supervising therapist on a regular basis
- Completed timely and accurate documentation of patient treatments
- Coordinated scheduling of all patients on caseload to meet prescribed frequency of visits

ACADEMIC BACKGROUND

Career Foundry

Certificate in Full-Stack Web Development 2021

- Completed a full-time, immersive course covering front and back-end web development
- Course covered HTML5, CSS3, JavaScript(ES6), Node.js, React, React Native, Angular, Git, and more

Pima Medical Institute

Bachelor of Science - Physical Therapist Assistant 2015

- Degree program focusing on advanced techniques, evidence based practices, leadership, and management concepts
- Obtained degree to further education after completing Associate's program in the same field

Pima Medical Institute

Associate of Occupational Studies - Physical Therapist Assistant 2012

- An accelerated, immersive, full-time degree program
- Received Director's award for graduating with honors and having perfect attendance
- Elected class President

Conservatory of Recording Arts & Sciences

Certificate in Master of Recording Program 2007

- An immersive, full-time program covering all aspects of professional music production