

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

ACADEMIC BACKGROUND

Career Foundry
Full-Stack Web Development 2021

Pima Medical Institute
Bachelor of Science 2015

Pima Medical Institute
Associate's Degree 2012

DEVELOPMENT PROJECTS

Full-Stack Movies Application 2021

Built a RESTful API and database containing information about various movies with the front-end created using Angular. The app 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.

Utilized technologies including Node.js, Express, MongoDB, Mongoose, Angular, and Angular Material to create app functionality and a uniform user interface.

React Native Chat Application 2021

Built a simple, real-time chat application for Android and iOS in order to allow users to chat, share images, location data in a map view, and view messages offline. The app utilizes anonymous user authentication via Google Firebase and message data is stored in a Google Firestore Database.

Utilized additional technologies including React Native, Expo, and Gifted Chat to develop and test app functionality and create a pleasing user experience.

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 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
- Troubleshot issues related to prospect data and work with sales to achieve resolution
- Maintained all communications within Zendesk
- Leveraged Salesforce to gather additional prospect information
- Collaborated with Certification Analysts to 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