

JORDAN LENABURG

801-487-0082



Jordan.Lenaburg@gmail.com



[linkedin.com/in/jordanlenaburg](https://www.linkedin.com/in/jordanlenaburg)



github.com/jordanlenaburg



ABOUT

Junior Full Stack JS Web Developer – 6+ years building and servicing internal web apps – Designed and authored simple JS web apps for process standardization and efficiency – Initially self-taught and later sought formal education

SKILLS

JAVASCRIPT

REACT JS

MONGODB

JQUERY

NODE JS

MS EXCEL

ANGULAR JS

EXPRESS JS

PROJECT MANAGEMENT

HTML/CSS

MS VISUAL STUDIO

COACHING

EXPERIENCE

Client Services Supervisor

ESURANCE

84401 OGDEN, UT

JAN 2014 – MAY 2017

- Designed and created **JavaScript web app** for standardizing customer service noting procedures
- Established call center operations: performance incentives, coaching strategies, normalized procedures
- Designed and implemented **JavaScript application** for underwriting agents to note investigation results

Internet Sales Associate

TIM DAHLE IMPORTS

84107 MURRAY, UT

MAY 2013 – NOV 2013

- Created lead follow-up process for "Archived Leads"
- Executed new "10 Step" sales training process
- Piloted Virtual Product Presentation lead response initiative

Customer Service Associate 3

EBAY INC

84020 DRAPER, UT

JUN 2008 – DEC 2012

- Inherited and adapted **vanilla JavaScript web app** for standardizing format for account notes
- Self-Taught JavaScript and created input validation web app** to standardize procedures for customer refund initiative
- Ranked 99th percentile of agent performance year over year

Quality Assurance Lead

BYDEX MANAGEMENT

84116 SALT LAKE CITY, UT

JAN 2007 – APR 2008

- Spawned new QA definition criteria for sales and customer service agents
- Designed and implemented Monthly Subscription call flow process for quality evaluation and grading
- Upgraded existing call flow processes and evaluated effectiveness for sales and service organization

EDUCATION

Full Stack JavaScript Web Development

V SCHOOL

APRIL 2017– JUL 2017

Bachelor of Science Business IT Management

WESTERN GOVERNORS UNIVERSITY

FEB 2015 – JUL 2017

Project+ Project Management Certification

COMPTIA

MAY 2016

EXTRAS

Why you want to hire me – I don't think like other people. My biggest asset is that I look at the world from a different angle than most people. I look at problems in an exceedingly logical yet constantly creative manner, irrespective of normal processes, thus finding innovative solutions.

What I'm looking for – I am seeking a company which values and respects employees as collaborators, contributors, and innovators. This company must understand the impact it has on the world as a whole, and be responsible for this impact.