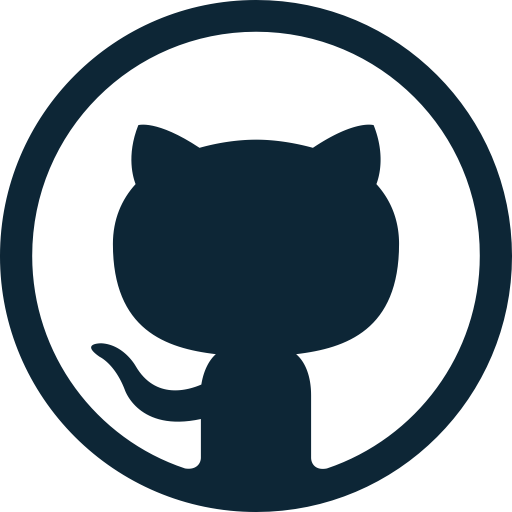
# Jordan Lenaburg

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

[github.com/jordanlenaburg](https://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

JQuery

Angular JS

HTML/CSS

React JS

Node JS

Express JS

MS Visual Studio

MongoDB

MS Excel

Project Management

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.