


JORDAN LENABURG

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EXECUTIVE SUMMARY

Full Stack Web Developer – 6+ years building and servicing internal web apps for process standardization and efficiency – Passionate about developing apps which increase process effectiveness and help achieve maximum efficiency. Experienced with Git VCS, REACT/JSX, Redux, Angular JS, JavaScript ES6, jQuery, HTML5, CSS3, MongoDB, Node JS, Express JS

PROFESSIONAL EXPERIENCE

Black Flame Consulting

WEB DEVELOPER/DESIGNER

84067 ROY, UT

MAR 2017 – CURRENT

- Crafted fundraising website for Endoderma skin treatment using HTML5, JSX, React, Redux, CSS3, ES6 JavaScript. VCS through Git.
- Designed services and information website for Transperitive Coaching using React, Redux, HTML5, CSS3, ES6 JavaScript. VCS through Git
- Assisted with development of open-source project GameFinder for Hitt Design using AngularJS, HTML5, CSS3, MongoDB, Node JS, Express, Git VCS.

Esurance Inc

CLIENT SERVICES SUPERVISOR

84401 OGDEN, UT

JAN 2014 – MAY 2017

- Raised Customer Service Quality scores by 20%+ by designing and creating web app to standardize noting procedures. Created using HTML5, CSS3, Open VCS, JavaScript, AngularJS.
- Enhanced customer experience by authoring web application for procedure normalization of internal processing team. Designed with AngularJS, HTML5, CSS3, and JavaScript.
- Increased underwriting department efficiency by designing JavaScript application to intuitively note and action accounts. Designed with Open VCS, HTML5, CSS3, and JavaScript.
- Decreased overall cost of operations through coaching strategies, procedure standardization and effective performance incentives.

Tim Dahle Imports

INTERNET SALES ASSOCIATE

84107 MURRAY, UT

MAY 2013 – NOV 2013

- Increased online contact sale rate by 15% through Virtual Product Presentation initiative.

eBay Inc

CUSTOMER SERVICE ASSOCIATE 3

84020 DRAPER, UT

JUN 2008 – DEC 2012

- Established account noting standards by adapting web app to department needs. Created with Vanilla JavaScript, HTML and CSS.
- Reduced agent error by 30%+ for customer refund initiative by creating JavaScript web app input validation tool. Created with Vanilla JavaScript, HTML, CSS and Macro-Express. Designed to collect input and submit HTTP requests with data collected.
- Increased refund timeframe efficiency by creating web form for eBay Buyer Protection launch using HTML, CSS and JavaScript.
- Ranked 99th percentile of agent performance by process efficiency and quality.

Bydex Management

QUALITY ASSURANCE LEAD

84116 SALT LAKE CITY, UT

JAN 2007 – APR 2008

- Created 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

Bachelor of Science Business IT Management

WESTERN GOVERNORS UNIVERSITY

Studied IT and database structure and TCP/IP theory

Full Stack JavaScript Web Development

V SCHOOL

Studied Full MEAN/MERN Stack JS frameworks

Project+ Project Management Certification

COMPTIA

Certified in initiating and managing projects/business initiatives

SKILLS

JAVASCRIPT; ES6

ANGULAR JS

JQUERY

HTML5/CSS3

REACT JS

NODE JS

EXPRESS JS

MS VISUAL STUDIO

MONGODB

MS EXCEL

PROJECT MANAGEMENT

GIT VCS

PORTFOLIO PROJECTS

MP3-DOWNLOADER | [HTTP://BIT.LY/2sWJ6CL](http://bit.ly/2sWJ6CL)

Single Page Application interacting with API's to search YouTube for a song, extract and download the audio, and also display lyrics and metadata for the track.

Technologies Used: AngularJS, Bootstrap, CSS3, HTML5

BM ART | [HTTP://BIT.LY/2thUw9E](http://bit.ly/2thUw9E)

C.R.U.D. application interacting with Burning Man API to find and save art projects into database. Designed to be responsive using bootstrap.

Technologies Used: AngularJS, Bootstrap, HTML5, NodeJS, MongoDB, ExpressJS

JABBERTALKEE | [HTTP://BIT.LY/2ticA3v](http://bit.ly/2ticA3v)

Full Stack CRUD chat application with user-auth. Allows creation of user accounts, private/public channels, and messages.

Technologies Used: AngularJS, Bootstrap, HTML5, NodeJS, MongoDB, ExpressJS