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.

Skills

Frameworks and Libraries:	Technology Experience:	Languages:
Angular JS	MS Visual Studio	JavaScript
React JS	WebStorm	ES6
Redux	MongoDB	HTML/HTML5
JQuery	GIT VCS	CSS/CSS3
Node JS	SVN VCS	WordPress
Express JS	MS Excel	SQL
Application Express	Oracle DB	PL/SQL

Professional Experience

Great Western Insurance Company

Software Developer   Ogden, UT   Aug 2017 – Current

- Worked with Oracle systems in PL/SQL to maintain and upgrade existing agent software.
- Used Agile Scrum methodology for development process.
- Designing user interface for internal systems using Oracle Application Express.

Black Flame Consulting

Web Developer/Designer   Roy, UT   Mar 2017 – Current

- Crafted eCommerce website for Endoderma skin treatment using HTML5, CSS3, JavaScript, AngularJS, Bootstrap. VCS through Git. http://bit.ly/2vkElaf
- Designed services and information website for Transperitive Coaching using WordPress, 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. http://bit.ly/2xhxuQq
- Independent consulting and design for websites of professionals.
- Experience deploying and maintaining product information and eCommerce sites.

Esurance Inc

Client Services Supervisor   Ogden, UT   Jan 2014 – May 2017

- Raised Customer Service average quality scores from **75% to 98%** by designing and creating web app to standardize noting procedures. Created using HTML5, CSS3, Open VCS, JavaScript, AngularJS.
- Saved company over **$90,000** by authoring web application for procedure normalization of internal processing team. Designed with AngularJS, HTML5, CSS3, and JavaScript. Used Extreme Programming (XP) Agile methodology variant for development
- Increased underwriting department efficiency by **30%** by designing JavaScript application to intuitively note and action accounts. Designed with Open VCS, HTML5, CSS3, and JavaScript.

Tim Dahle Imports

INTERNET SALES ASSOCIATE   MURRAY, UT   MAY 2013 – NOV 2013

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

eBay Inc

CUSTOMER SERVICE ASSOCIATE 3   DRAPER, UT   JUN 2008 – DEC 2012

- Reduced average handle time **15%** by adapting web app to department needs for account notation. Created with Vanilla JavaScript, HTML and CSS.
- Reduced agent error from **35% to 3%** 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 **25%** 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   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

BS Business Information Technology 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

PORTFOLIO PROJECTS

MP3-DOWNLOADER
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

JABBERTALKEE
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, CSS3, NodeJS, MongoDB, ExpressJS

BM ART
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, CSS3, NodeJS, MongoDB, ExpressJS

ENDODERMA
HTTP://BIT.LY/2VKELAF

eCommerce website for the sale and distribution of Endoderma Skin Care from Miracle in a Night Productions. Worked with product owner and graphic design artist.

Technologies Used:

AngularJS, Bootstrap, HTML5, CSS3