

JORDAN LENABURG

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<http://jordanlenaburg.com>



ABOUT

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

RECENT PROJECTS

MP3-DOWNLOADER

SPA interacting with multiple API's to search YouTube and download the audio, also displaying lyrics and metadata.

Technologies Used: AngularJS, Bootstrap, CSS3, HTML5

ANGULAR To Do

CRUD application interacting with a simple to-do database through API. Designed to be responsive using bootstrap.

Technologies Used: AngularJS, Bootstrap, CSS3, HTML5

HIGH SCORE

Static application which displays a list of high-scores for user submitted games. Responsive *without* bootstrap.

Technologies Used: jQuery, CSS3, HTML5, Session web storage

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 14 2017

Bachelor of Science Business IT Management

WESTERN GOVERNORS UNIVERSITY

FEB 2015 – JUL 2017

Project+ Project Management Certification

COMPTIA

MAY 2016