


# 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:

ANGULAR JS  
REACT JS  
REDUX  
JQUERY  
NODE JS  
EXPRESS JS

### TECHNOLOGY EXPERIENCE:

MS VISUAL STUDIO  
WEBSTORM  
MONGODB  
GIT VCS  
MS EXCEL  
NoSQL

### LANGUAGES:

JAVASCRIPT  
ES6  
HTML/HTML5  
CSS/CSS3  
WORDPRESS

## PROFESSIONAL EXPERIENCE

### Black Flame Consulting

WEB DEVELOPER/DESIGNER

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 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.

### 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.
- Increased underwriting department efficiency by **30%** 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

MURRAY, UT

MAY 2013 – Nov 2013

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

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## PROFESSIONAL EXPERIENCE CONTINUED

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### 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 **99<sup>th</sup> 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.

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## EDUCATION

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### 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

COMP TIA

Certified in initiating and managing projects/business initiatives

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## PORTFOLIO PROJECTS

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#### 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, CSS3, 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, CSS3, NodeJS, MongoDB, ExpressJS