


# JORDAN LENABURG

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## EXECUTIVE SUMMARY

Full Stack Developer – 8+ years building and servicing internal web apps for process standardization and efficiency – Passionate about development to increase effectiveness and help achieve maximum efficiency through automation.

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## PROFESSIONAL EXPERIENCE

### American Enterprise Group

SOFTWARE ENGINEER

OGDEN, UT

AUG 2017 – CURRENT

- Used Agile/SCRUM methodology and Continuous Deployment for product deployments.
- Gathered requirements from internal customers to design new features and improvements.
- Subject Matter Expert for web service API interaction, integration and design.
- Created API integration with SSO for external claims platform.
- Designed API system for providing policy claim quotes and processing claims.
- Developed integrated PowerBI reports using OAuth API and PowerBI Authentication API.
- Designed API solution for Agency E-Contracting.
- Created solution for multi-profile linking with SSO authentication.
- Designed external-facing login authentication API for agents using Oracle PL/SQL and Application Express.
- Integrated multiple API security measures including encryption and multiple hash methods.
- Learned C#, MVC and ASP.NET for transition from legacy Oracle systems.
- Led data migration effort for transition from legacy Oracle systems.

### Independent Consultant

WEB DEVELOPER/DESIGNER

ROY, UT

MAR 2017 – AUG 2017

- Independent consulting and design for websites of professionals.
- Created eCommerce website for PlayaBright Lights using HTML5, CSS3, JavaScript, AngularJS, Bootstrap. VCS through Git.
- Crafted eCommerce website for Endoderma skin treatment using HTML5, CSS3, JavaScript, AngularJS, Bootstrap. VCS through Git.
- Assisted 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 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.

## PROFESSIONAL EXPERIENCE CONTINUED

### 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 time frame 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.

## EDUCATION

### BS Business Information Technology Management

WESTERN GOVERNORS UNIVERSITY

Studied IT, 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

## VOLUNTEER PROFILE

### Black Rock City Ranger

BURNING MAN PROJECT - [HTTPS://RANGERS.BURNINGMAN.ORG/](https://rangers.burningman.org/)

Black Rock Rangers are participants who volunteer a portion of their time at Burning Man in service of the safety and well-being of the Burning Man community. Rangers act as non-confrontational community mediators, providers of reliable information, facilitators of public safety, and navigators of the edge of chaos.

### Production Director

ELEMENT 11 INC - [HTTPS://WWW.ELEMENT11.ORG/](https://www.element11.org/)

On the board of directors for a registered 501c(3) non-profit organization. Accountable for all aspects of production for the annual event hosted by the Element 11 Organization, including ticketing, entry/exodus, community events, and center camp. Updates and co-manages the organization website through WordPress framework.

## LIBRARIES AND FRAMEWORKS

FRAMEWORK	SKILL LEVEL
ORACLE APEX	VERY FAMILIAR
ANGULAR JS	FAMILIAR
JQUERY	FAMILIAR
NODE JS	FAMILIAR
EXPRESS JS	FAMILIAR
ASP.NET MVC	SOMEWHAT FAMILIAR

## TECHNOLOGIES

PROGRAM	SKILL LEVEL
MS VISUAL STUDIO	FAMILIAR
WEBSTORM	FAMILIAR
MONGODB	FAMILIAR
GIT VCS	FAMILIAR
SVN VCS	VERY FAMILIAR
ORACLE DB	VERY FAMILIAR

## LANGUAGES

LANGUAGE	SKILL LEVEL
JAVASCRIPT	VERY FAMILIAR
HTML/HTML5	VERY FAMILIAR
CSS/CSS3	VERY FAMILIAR
SQL	EXPERT
PL/SQL	EXPERT
C#	SOMEWHAT FAMILIAR