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	MS EXCEL	WORDPRESS
EXPRESS JS	NOSQL	

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.

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	Full Stack JavaScript Web Development	Project+ Project Management Certification
WESTERN GOVERNORS UNIVERSITY	V SCHOOL	COMPTIA
Studied IT and database structure and TCP/IP theory	Studied Full MEAN/MERN Stack JS frameworks	Certified in initiating and managing projects/business initiative

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PORTFOLIO PROJECTS

MP3-DOWNLOADER	BM ART	JABBERTALKEE
HTTP://BIT.LY/2SWJ6CL	HTTP://BIT.LY/2THUW9E	HTTP://BIT.LY/2TICA3V
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.	C.R.U.D. application interacting with Burning Man API to find and save art projects into database. Designed to be responsive using bootstrap.	Full Stack CRUD chat application with user-auth. Allows creation of user accounts, private/public channels, and messages.
Technologies Used:	**Technologies Used**:	**Technologies Used**:
AngularJS, Bootstrap, CSS3, HTML5	AngularJS, Bootstrap, HTML5, CSS3, NodeJS, MongoDB, ExpressJS	AngularJS, Bootstrap, HTML5, CSS3, NodeJS, MongoDB, ExpressJS