


# JORDAN LENABURG

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<http://jordanlenaburg.com> 

## 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

## PROFESSIONAL EXPERIENCE

### Client Services Supervisor

ESURANCE

84401 OGDEN, UT

JAN 2014 – MAY 2017

- Raised Customer Service Quality scores by 20%+ by designing and creating JavaScript web app to standardize noting procedures
- Enhanced customer experience by authoring JavaScript application for procedure normalization of internal Processing team
- Increased underwriting department efficiency by designing JavaScript application to intuitively note and action accounts
- Decreased overall cost of operations through coaching strategies, procedure standardization and effective performance incentives

### Internet Sales Associate

TIM DAHLE IMPORTS

84107 MURRAY, UT

MAY 2013 – Nov 2013

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

### Customer Service Associate 3

eBAY Inc

84020 DRAPER, UT

JUN 2008 – DEC 2012

- Established account noting standards by adapting JavaScript web app to department needs
- Reduced agent error by 30%+ for customer refund initiative by creating JavaScript web app input validation tool
- Increased refund timeframe efficiency by creating JavaScript web form for eBay Buyer Protection launch
- Ranked 99<sup>th</sup> percentile of agent performance by process efficiency and quality

### Quality Assurance Lead

BYDEX MANAGEMENT

84116 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

### Bachelor of Science Business IT 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, managing and supporting projects/business initiatives

## SKILLS

JAVASCRIPT; ES6

ANGULAR JS

JQUERY

HTML5/CSS3

REACT JS

NODE JS

EXPRESS JS

MS VISUAL STUDIO

MONGODB

MS EXCEL

PROJECT MANAGEMENT

GIT VCS

## PORTFOLIO PROJECTS

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, 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, NodeJS, MongoDB, ExpressJS