

JAMES JORGEN TUCK

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LinkedIn: [/james-jorgen-tuck](https://www.linkedin.com/in/james-jorgen-tuck) | Portfolio: JorgenTuck.com | GitHub: [/jorgentuck](https://github.com/jorgentuck)

Full stack web developer. Earned a certificate in Full Stack Web Development from the University of Utah Coding Boot Camp.

TECHNICAL SKILLS

Languages: JavaScript ES6+, CSS3, HTML5, SQL, NoSQL, PHP, C#, XSLT, XML

Applications: GitHub, MongoDB, MySQL, Heroku

Tools: Express, React, Node, Handlebars, Query, Bootstrap

PROJECTS

PIXI | <https://github.com/ajlaursen/Pixi> | <https://www.pixi.pics/>

- Summary: Photo estore for everyone
- Role: Backend, Authentication, Stripe integration
- Tools: Mongo, Express, React, Node, Javascript, TailwindCSS, HTML, CSS, Passport, Stripe, AWS S3 buckets, Heroku

Portfolio | <https://github.com/jamesjtuckbc/Tuck-React-Portfolio> | <https://jorgentuck.com/>

- Summary: My personal website and portfolio
- Role: Sole author
- Tools: React, Javascript, Bootstrap, HTML, CSS, AWS S3 buckets

Google Book Search | <https://github.com/jamesjtuckbc/Tuck-Google-Books-Search> | <https://tuck-google-books-search.herokuapp.com/>

- Summary: Search the Google Play Book Store
- Role: Sole author
- Tools: Mongo, Express, React, Node, Javascript, Bootstrap, HTML, CSS, Heroku

EXPERIENCE

Web Developer 1

2021-Present

Modern Campus

Remote

Convert customer design files into templates for use within our CMS, while building out any desired server side functions

Key Accomplishments:

- Quickly got up to speed on developing in XSLT, PHP, and C#

Roadster

2021-2021

CRM Support Specialist

Remote

Sole Customer Relationship Management software (CRM) specialist identifying integration issues.

Key Accomplishments:

- Audited third party API usage to identify incorrect setups
- Worked with Product Managers to identify CRM (Customer Relationship Management software) integration pain points

DealerSocket**2019-2020****Data Analyst 1****Draper, UT**

Used SQL to identify bugs in stored procedures, and remedy incorrect data for the CRM (Customer Relationship Management software)

Key Accomplishments:

- Rebuilt the New Accounts build tool using C# and more than doubled the capabilities of the tool
- Quickly became the “go to” data analyst for time sensitive issues

DealerSocket**2018-2019****CRM New Accounts Specialist****Draper, UT**

Worked with Project Managers and customers to setup the Customer Relationship Management software (CRM)

Key Accomplishments:

- Developed the New Accounts build tool using Powershell to reduce setup time by 40-50%

DealerSocket**2017-2018****CRM Technical Support Engineer****Draper, UT**

Trained and supported customers in the use of the Customer Relationship Management software

Key Accomplishments:

- Consistently lead the leaderboard in case resolutions
- Quickly advanced to level 2 support
- Raised base pay of the department to reduce churn and incentivize internal hiring

Alder Security**2017-2017****Tech Support Manager****Orem, UT**

Managed and trained 32 technical support agents

Key Accomplishments:

- Developed the training curriculum
- Cut service costs by incentivizing phone fixes

Alder Security**2017-2017****Assistant Lead Technician****Detroit, MI**

Trained new technicians and assisted in inventory control, while still installing security systems

Key Accomplishments:

- Ensured all technicians were trained to standard

Protection One Security**2021-2021****Technician Trainer****Orem, UT**

Trained summer and national account technicians on proper install standards

Key Accomplishments:

- Filmed, edited, and produced all training videos
- Maintained training website for summer, commercial, and national account technicians
- Personally inspected installs for all summer technicians

EDUCATION**Certificate, Full Stack Web Development** – University of Utah

Salt Lake City, UT