

# Jose D. Molina *Software Engineer*

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## EDUCATION

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**Devmountain** | Lehi, UT (remote)

*Graduated July 2022*

- Web Development Program

## SKILLS

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HTML | CSS | Javascript | React | PostgreSQL | Git | Github | Bootstrap | Postman | API | Heroku | Express  
| NodeJs | Axios | Figma | Trello

## PROFESSIONAL EXPERIENCE

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**Devmountain** | Lehi, UT

*December 2021 - July 2022*

*Software Engineer*

SLC Night Crawl - [Github Repo](#) | [Demo](#)

PostgreSQL | Express | React | Node.js | SweetAlert2

- Developed a site to unite people by following a route that others have created
- Users can create/login into an account and access the available crawls on site
- Applied RESTful to google maps static API so you can see the location and time of the current event.

Apex Legends Favorite List - [Github Repo](#) | [Demo](#)

HTML | CSS | JavaScript | Axios | NodeJS | Express

- Developed an interactive website using basic HTML, CSS and Javascript to provide a simple user experience on creating a list of your favorite Apex characters
- Created a local database to retrieve the data from the back end
- Manipulated the DOM to render different elements throughout the full-stack website.

E-commerce Clothing line - [Codepen](#)

HTML | CSS | JavaScript

- Understanding the basic in web development by studying Html, Css, Javascript
- Built a mockup e-commerce website to sell clothing items
- Used an online code editor to practice and understand new concepts

**StubHub** | Draper, UT

*March 2021 - March 2022*

*Social Media Specialist*

- Interacted with customers in real-time across various social media channels using Khoros to resolve time-sensitive situations
- Resolved high influencers' problems by demonstrating problem-solving and decision-making skills to protect the brand
- Incorporated going Plus two, which means to go two steps above the customers' and management expectations

*October 2018 - August 2020*

*High Revenue Customer Support*

- Resolved high revenue customers' problems by making difficult decisions to protect the brand
- Utilized the Zendesk software daily to notate, work through, and resolve customer questions and concerns
- Ensured each call had a resolution that was satisfying for both the caller and StubHub management

**UFirst Credit Union** | Holladay, UT

*November 2020 - March 2021*

*Customer Experience Support*

- Utilized multiple systems to offer solutions to members needs while educating them on current market rates
- Assisted with transaction, managing accounts, online portal, bill pay, and loans while holding excellent metrics
- Communicated with teammates, management and different departments using Microsoft Teams

**Black Turtle Services** | Sandy, UT

*November 2016 - October 2018*

*Customer Service Representative*

- Helped Consumers enroll in and make educated decisions on their health care plans
- Learned how to successfully handle frustrated patrons to stay calm and at ease about difficult situations
- Involved with all aspects of customer service, including solving problems, answering questions and working with customers to ensure positive experiences with the Health Insurance Marketplace