Joseph Plukarski

Chicago, IL – (708) 278-0181 – jwplukarski@gmail.com
github.com/jplukarski | linkedin.com/in/josephplukarski/ | https://joeplukarski.herokuapp.com/

PROFESSIONAL SUMMARY

Looking to bring previous experiences working in a fast-paced, team environment in a much more creative and impactful role as a Full Stack Web Developer.

TECHNICAL SKILLS

CSS3, HTML5, JavaScript, JQuery, MySql, Sequelize, MongoDb, Mongoose, Firebase, Express.Js, React.js, Node.Js, Twitter Bootstrap, Semantic UI, Material UI, AJAX, JSON, Highcharts, Github, Heroku, Visual Studio, WordPress

PROJECTS

Campaign Query http://campaignquery.herokuapp.com/pacs.html | Github   *Full-Stack Developer*

- Using data directly from the Federal Election Commission's API, Campaign Query looks at independent spending by Pacs and SuperPacs and aggregates them by candidate.
- Technologies and skills used include Highcharts, JavaScript, HTML5, JSON. Collaborated with teammates using Github and deployed with Heroku.

Virtual Hostel virtualhostel.herokuapp.com/ | Github   *Full-Stack Developer*

- Virtual Hostel is a community where travelers can share their experiences and browse a wide variety of adventures before they begin their journey.
- Built with React using a backend powered by MongoDb. Collaborated with teammates using Github and deployed with Heroku.
- Features include multiple picture uploads and city auto-populate used for data validation.

NPR News Scraper scrape-npr-articles.herokuapp.com/ | Github   *Full-Stack Developer*

- NPR Scraper scrapes news articles from NPR's homepage and allows you to save them and make comments on each article.
- Backend powered by MongoDb and deployed with Heroku.
- Features include saving favorites and adding comments to articles.

PROFESSIONAL EXPERIENCE

CouponCabin.com

Paid Placement Coordinator   *September 2017 – April 2018*

Organized and scheduled paid placements sold by the Sales team. Communicated with the Graphic Design and Social Media teams to ensure the creation of any assets needed.

- Cataloged the most paid placements during any fourth quarter the company sold to date without missing a placement, contributing to the most revenue generated by paid placements in a single quarter.
- Designed new processes to keep track of available inventory which uncovered inventory that was incorrectly being marked as sold.

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Content Associate   *August 2016 – September 2017*

Searched affiliate stores' websites, email marketing campaigns and affiliate databases for coupon codes and discounts. Wrote and published coupons according to SEO standards.

- Consistently published the most coupons out of anyone on the Content team on a daily basis, which contributed to an increased ranking on Google searches

Avant Incorporated

International Quality Assurance Manager   *January 2016 – June 2016*

Managed the International Quality Assurance team that audited over 400 phone calls, emails, chats and loan applications from the UK and Canada customer service teams. Analyzed data to design new processes for both the Quality Assurance and Customer Service teams.

- Streamlined the dispute process and resolved all audit scoring disputes within 1 business day.
- Designed tools for the Quality Assurance team, increasing productivity by 33%.

Quality Assurance Analyst   *August 2014 – December 2015*

Audited phone calls, emails and loan applications from the US and UK customer service teams. Corresponded with the UK Product Director to ensure the QA department and Customer Service Managers had a mutual understanding of processes and procedures.

- Consistently achieved weekly goals early, allowing time to take on other projects.

Customer Service Specialist   *April 2014 – August 2014*

Problem-solved issues for customers regarding their accounts and loan applications.

- Consistently achieved Quality Assurance scores well above the minimum requirement of 80%, which led to a happier and more trusting customer base.

EDUCATION

Northwestern University School of Professional Studies
Certificate in Full Stack Web Development

Illinois State University
Bachelor of Arts in English