

# Juston Points

I'm Awesome

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12619 Schooner Beach  
Bakersfield, Ca 93311

(805) 469 - 5852  
justonpoints@gmail.com

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## Experience

### Modern Campus / Software Development Team Lead

January 2021 - PRESENT, Remote

Omniupdate was acquired by Modern Campus in 2021, and I was promoted to Software Development Lead as part of the merger. I am responsible for managing a remote team of software development engineers, I was also responsible for creating the workflow and mockups for the assigned projects that helped the developer understand how to build the project.

We successfully released a project from scratch called Melody that is now on track to become core for the product's future. During the merger things were chaotic, and I was able to keep this project on track during all this time.

- <https://moderncampus.com/products/omni-cms/melody.html>
- <https://support.moderncampus.com/learn-omni-cms/melody/>

🌟 **UI/UX Responsibilities** : I was responsible for creating wireframes and mockups for the various projects assigned to my team. Also after the project was released I was responsible for talking to customers and staff about the project, and then I would use that information to create solutions that would make it better. This information would be used to plan new features and prioritize what was worked on.

### OmniUpdate / Quality Assurance Engineer

September 2014 - December 2020, Camarillo

When I started in the company Quality Assurance was not a concept. During my time in customer support, I had to deal with the chaos of testing and diagnosing frequent bugs that customers encountered, and then reporting the bug back to development with repeatable instructions. Eventually, I started testing the product before they were released, and as a result the number of customer reported bugs declined. Customers noticed the increased product quality, and I used that information to lobby for creating a focused QA role. I was the first QA engineer for the company, and this required me to create various QA processes, create and manage test environments, setup test websites, and develop the products automated testing. While in QA, the chaos of running into frequent bugs faded, and customers grew to expect and rave about a solid product.

🌟 **UI/UX Responsibilities** : In QA I would often have to determine if an issue was a bug, or if the customer was having issues using the product. When it was an issue with using the product, I would not throw it back and call it "user error". Instead, I would spend the time to understand the problem, then write a report about what we can do to alleviate the problem with respect to the product. These suggestions would often make it into the product, and would improve the quality of the experience. Sometimes I felt I was improving UX through QA. I enjoyed doing this, and this is why I want to pursue a role in UX.

## OmniUpdate / Customer Support Engineer

March 2012 - October 2014, Camaillo

I started my Omniupdate working in the customer support department. This role required that I helped the user with the Omni CMS product. This required that I rapidly learn the product, and learn how to communicate with everyone in the company to know who can answer various questions. Due to the nature of the product I was also required to help the customer with their websites. This resulted in needing to help the customer with HTML, Javascript, CSS, PHP, ASP, and Cold fusion. I became a leader in the customer support department, and contributed to an award winning customer service.

When I moved to another role in the company, my customer responses were used as templates and examples for new agents for 3-4 years.

## LinkedIn to see further job history

<https://www.linkedin.com/in/juston-points/>

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## Education

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### Moorpark College / A.S. Radio / TV Production

2001 - June 2004, Moorpark, CA

### UC Santa Barbara / B.S. *Psychology & minor Linguistics*

August 2004 - June 2006, Santa Barbara, CA

- I focused on Cognitive Psychology and Linguistics.
- I also spent a year as an undergraduate research assistant.

### CSU Fresno / *M.S. Cognitive Science* (Attended did not graduate)

August 2009 - June 2012, Fresno, CA

- Graduate courses in Psychology, Linguistics, and Computer Science.
- My main area of focus was investigating Creativity, and understanding how to express it in computational terms.

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## Github

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<https://github.com/justonpoints?tab=repositories>

<https://github.com/jpoints?tab=repositories>

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## UI/UX Mockups

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### Netflix Surf Mode

People sometimes get overwhelmed with choices, and they just want something to watch, they do not want to think about it. What if we made Netflix work like television, and what changes would be needed to achieve that.

<https://rdwkn5.axshare.com/#id=61kwbf&p=home&g=12>

### Online Voting Site

A mockup playing with the idea of online voting. Trying to get a feel for what information is needed, how to organize it, and what the voting flow would look like.

<https://q23yz8.axshare.com/#id=bqtnw5&p=home> - logged in

### Cookorder

This mock up is playing with alternative navigation to make the site unique and stand out from other sites. The product itself ties recipes in various cookbooks to online ordering from locally grocery stores.

<https://ahiwt4.axshare.com/#id=8bnb1m&p=home>

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## Skills

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HTML, CSS, Javascript, W3C, Accessibility, wireframes, Selenium, Puppeteer, Jira, React, Selete, Vue.js, node.js, SQL, Figma, Axure, Psychology research methods

(insert keywords from job description here)