**Kendra Staver**

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Portfolio: https://www.kendra-staver.com

Full Stack Web Developer with a background in Technical Support, Education, and Mathematics. Proven ability in solving problems efficiently and paying attention to detail in all previous professions.

### **Skills**

**Languages:** JavaScript, CSS, HTML, Java, C++

**Frameworks and Libraries:** React, Node.js, Express.js, jQuery

**Databases:** MySQL, MongoDB

**Other:** Apollo GraphQL, Insomnia, GitHub, Cooking Italian delicacies for my coworkers

**Projects**

**Brew Finder** | **Repo:** https://github.com/kstaver/brew-finder | **Site:** https://asecord92.github.io/brew-finder/

* BrewFinder is a web API that lets you search for breweries by city using the Google Maps API and a third-party brewery API and database called Open Brewery DB.
* Integrated the Google Maps API into the main script file. Collaborated with my team on the design of the web page. Improved codebase by utilizing clean code principles.
* JavaScript, HTML5, CSS3, GitHub, Google Maps API

**Book of Faces** | **Repo:** https://github.com/kstaver/Book-Of-F[aces](https://github.com/kstaver/Book-Of-Faces) | **Demo:** https://youtu.be/N2pCil\_Sdf4

An example of the back end for a social networking API. This API stores users, posts, comments, friends, and reactions. The stored data can then be edited or deleted.

* JavaScript, HTML5, CSS3, GitHub, Insomnia, MongoDB

**Google Book Search** | **Repo:** https://github.com/kstaver/Google-Book-Search | **Deployment:** https://google-book-search-v2.herokuapp.com/

* A full stack MERN application that uses Heroku, Apollo GraphQL, and MongoDB to access and store data obtained via Google Books API. Any user can search for books based on titles, authors, or keywords. To save the books to a curated list the user would have to create an account and sign in.
* JavaScript, React, MongoDB, Apollo GraphQL, Express, Node, CSS3, HTML

### **Relevant Experience**

**Technical Support Specialist 1** Jan 2019 – March 2019

**Stanford University** Stanford, CA

First line of contact for technical support for Stanford University and SLAC. Provided exceptional customer service over the phone and via email. Scored only 4’s and 5’s out of 5 on customer surveys. Maintained strong communication between the field team and call center to ensure that tickets were resolved in both an efficient and timely manner.

**Helpdesk Specialist** April 2018 - July 2018

**Katerra Inc.** Menlo Park, CA

Started as the single technical support specialist at the main hub for a major worldwide construction company, but due to a sudden departure of a staff member, had to adapt to take on a new role while continuing the role of a technical support specialist. Learned how to become flexible by both monitoring the ticketing system, working on tickets, creating purchase orders for all locations, communicating with vendors, shipping hardware, and managing the main IT inventory spreadsheet.

**Technical Support Specialist 1** Jan 2017 - Feb 2018

**Berkshire Hathaway Homestates Company** San Francisco, CA

Collaborated with other departments on resolving tickets and other company wide problems as they came up. Identified security threats and vulnerabilities in the domain and successfully led a team through a major domain restructure. Designed PowerShell scripts to help speed up removing objects in ADUC that were no longer in service.

**Technical Support Specialist** July 2016 - Jan 2017

**Varsity Technologies** San Francisco, CA

Provided remote technical support for 40+ nonprofit organizations and schools. Covered everything from deployment/deprovisioning to repairing assets such as laptops, Chromebooks, and MacBooks.

### **Additional Experience**

**Mathematics Instructor** July 2015 - May 2016

**BASIS ISV Private School** San Jose, CA

Taught pre-algebra to 100 students, ranging from ages 10-11, over the course of one academic year. Supported students who were struggling which led to them scoring the highest in mathematics in their national exams.

**Mathematics Tutor** Feb 2014 - July 2015

**Mathnasium** Sunnyvale, CA

Delivered over 1040 hours of tutoring sessions to K-12 students, which helped support and empower student confidence and knowledge.

### **Education**

**Certificate in Full Stack Web Development:** University of California Berkeley, Berkeley, CA  
Aug 2021 - Jan 2022 | | React | JavaScript | HTML5 | CSS3 | MySQL | MongoDB | jQuery | Express | Node | Bootstrap | Apollo GraphQL | Heroku

**Associates of Science in Computer Science:** De Anza College, Cupertino, CA  
Aug 2019 - Dec 2020 | | C++ | Java | Data Structures and Abstractions with Java | Computer Architecture | Discrete Mathematics | x86 Processor Assembly Language

**Associates of Arts in Enterprise Security Professional:** De Anza College, Cupertino, CA  
Aug 2014 - Mar 2016 | | Ethical Hacking | Network Security | Data Communication | Internet Concepts and TCP/IP Protocols | Windows 7 Administration

**Bachelor of Arts in Mathematics:** University of California Santa Cruz, Santa Cruz, CA  
Sept 2008 - Dec 2013 | | Linear Algebra | Calculus | Vector Calculus | Number Theory | Real Analysis | Topology | | Minor in S.T.E.M. Education