KINDY TICE

Summary

Eager to use my recent experience at Dev Boot Camp as a catalyst to transition my career from a dependable, reactive problem solving Technical Support role into a more proactive problem solver as a software developer. Offering a tireless work ethic, creative mind and passion for learning today's technologies.

Employment

Dev Bootcamp
Student
San Francisco, CA
Oct 2014 to Mar 2015

Strengthened my familiarity in web design while learning the fundamentals of programming, database design, test-driven development and object-oriented design. In addition to over 1000 hours of coding, I learned invaluable lessons in teamwork, pair programming and engineering empathy.

Newton Software
Technical Support Engineer and Implementation Manager
San Francisco, CA
Aug 2012 to Sep 2014

- Built, designed and maintained newly onboarded customer's public-facing Careers webpages.
- Built 508-compliant job applications in XML and reformatted in HTML.
- In company infancy handled technical support for over 600 customers and provided best practices and training for new employees.
- Worked closely with Development and Products teams in bug resolutions, product development and customer issues.

Betabrand
Head of Customer Service & Inventory, Web Development
San Francisco, CA
Oct 2011 to Aug 2012

- Responsible for updates and status of deployed and pre-ordered merchandise, with 2-4 new products introduced each week.
- Produced new product details in WordPress and assisted in HTML code for weekly e-mail newsletters.
- Handled customer experience through in-store visits, emails and over the phone.
- Trained and managed new customer service representatives.

iStream Financial Services
Customer Care Representative, Deployment/Inventory
Brookfield, WI
May 2010 to Aug 2011

- College intern who became Customer Care's point person for all technical calls, acting as a liaison to Development team.
- In house expert on flagship product, the remote deposit capture terminals.
- Responsible for detailed inventory and troubleshooting of defective models.
- Averaged over 500 calls per month on a broad spectrum of issues.

Projects

SellMe.io
Inverse eBay online platform designed to empower the buyers.
Responsibilities include: Database Model Creation, Backend Testing, User Authentication, JavaScript countdown timer, Angular development, Web Design and CSS modifications.

Timeless Films
Movie Trivia app built in Ruby Sinatra utilizing open-source iMDB API, MVC framework, jQuery, JavaScript, AJAX and User Authentication.

JavaScript Snake
Popular Snake arcade game built utilizing HTML5 Canvas and JavaScript.

Contact

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Education

Dev Bootcamp
San Francisco, CA 2015

Marquette University
BA Communication Studies 2010

Skills

COMPUTER LANGUAGES/FRAMEWORKS
HTML5
CSS3
JavaScript
jQuery
AJAX
AngularJS
Ruby
Ruby on Rails
ActiveRecord
WordPress CMS
SQL (PostgreSQL and Sqlite)
MVC Framework
RESTful Routes

DEVELOPMENT METHODOLOGIES
Test Driven Development
Agile Software Development
Git Workflow
Heroku Deployment

WORK EXPERIENCE
3+ years of support in SaaS environment
Leadership & Management
Experience and Comfort in diverse and fast-paced work environment

Volunteering

City Year - Little Rock/North Little Rock, AR · Corps Member

Boys & Girls Club - Lower Brule Indian Reservation, SD · Assistant to the Grant Writer

TMYBA Concessions Stand - Mequon, WI · Owner/Operator
Provided additional revenue to the local little league while benefitting the community. Kept detailed expense history and weekly inventory