

KINDY TICE

Employment

ArtVersion

Web Developer

Lake Bluff, IL
Oct 2015 to Feb 2016

- Report directly to lead developer
- Build and launch custom WordPress websites according to design specs by graphic design team
- Ownership of email marketing campaign, building e-mail template sent to over 15,000 addresses

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

- 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.
- Built, designed and maintained newly onboarded customer's public-facing Careers webpages.
- Built 508-compliant job applications in XML and reformatted in HTML.

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.

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 to

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

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