

Luke Johnsen

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GitHub: <https://github.com/lukejohnsen> **Portfolio:** <https://lukejohnsen.github.io/react-portfolio/>

Education

University of Arizona Continuing & Professional Education

February 2022

Full-Stack Web Development (240 hours) Certificate

University of Arizona

June 2014

Bachelor of Arts in English

Minor in Theater

Minor in Film & Television

Technical Skills

Frontend: HTML, CSS, JavaScript, jQuery, Bootstrap, React, PWA

Backend: MySQL, Sequelize, Express.js, Node.js, MongoDB, Mongoose

Projects

RenDATEvous

Deployed Link: <http://rendatevous.herokuapp.com/>

GitHub: <https://github.com/Blitman12/ren-date-vous>

Tools/Languages: MongoDB, Express.js, React, Node (MERN Stack), GraphQL/Apollo

- Application that allows users to login, rate, save and review potential dates with friends and significant others.

Photo Port

Deployed Link: <https://lukejohnsen.github.io/photo-port/>

GitHub: <https://github.com/lukejohnsen/photo-port>

Tools/Languages: React Single Page Application (SPA)

- Single page React application that allows users to view a mock photo portfolio through the use of Modals and Hooks.

E-Commerce Backend

GitHub: <https://github.com/lukejohnsen/ecommerce-backend>

Tools/Languages: MySQL, Sequelize, Express.js

- Building a backend relation database for a popular eCommerce site using MySQL. API routes are RESTful and follow the CRUD methodology.

Professional Experience

Konica-Minolta

March 2022 - Present

Technology Support Agent (Contractor)

Remote

- Provided inbound technical phone support to external clients regarding any multiple models of printers.

- Managed between 35-50 calls from IT specialists and admins regarding Konica-Minolta client's supply and service support needs.

McGraw-Hill Education

August 2021 - February 2022

Digital Technology Support Agent (Contractor)

Remote

- Fielded between 20 to 35 inbound calls from instructors and administrators at higher education institutions to assist with technical issues regarding McGraw-Hill's CONNECT Platform.
- Educated instructors and administrators on assignment creation, best-practices, policy settings and troubleshooting on the CONNECT platform with a resolved case rate above 95%.

Arizona Department of Health Services

March 2021 - August 2021

Case Investigator & Vaccine Scheduler (Contractor)

Tucson, AZ

- Consulted with Arizona residents pertaining to their specific needs regarding the COVID-19 pandemic including vaccination scheduling, contact tracing and case investigation.
- Provided resources and advocacy information for those testing positive for COVID-19 in order to help with financial or domestic difficulties during that time.

Amazon.com, Inc.

September 2020 - February 2021

Warehouse Associate

Tucson, AZ

- Continued to gain work experience while simultaneously exploring a new field of education.

Sprouts Farmers Market

April 2020 - September 2020

Customer Service Clerk (Meat/Seafood)

Tucson, AZ

- Continued to gain work experience while simultaneously exploring a new field of education.

ADP

November 2018 - March 2020

District Manager

Tucson, AZ

- Partnered with small businesses to help identify their goals and offer innovative solutions to improve cash flow, mitigate risk, and comply with state and federal labor laws.
- Solicited anywhere from 40 to 55 outbound calls each day and routinely met or achieved a monthly sales quota above \$14000, often higher during peak months.

Nuanced Media

April 2018 - November 2018

Digital Marketing Specialist

Tucson, AZ

- Created, managed, and evaluated marketing practices including Google Adwords, retargeting, SEO, email workflows, and social media campaigns for various clients
- Issued detailed research into our clients, their marketing categories, and competitors across multiple paid and organic platforms to provide high-level strategy recommendations.
- Developed creative briefs and communicating strategic objectives to internal team members to ensure projects are completed in alignment with strategy.

Simpleview Inc.

June 2016 - April 2018

SEM Specialist & Content Writer

Tucson, AZ

- Performed QA for Google Analytics implementations ensuring tags are placed properly, custom goals were configured correctly, and data is collected properly.
- Collaborated with SEM developers to fix any on-site issues that were hindering website performance in the Search Engines, including duplicate content, crawl issues, sitemap issues, etc.
- Utilized Analytics software to report on traffic, rankings and progress of client websites on a monthly, quarterly and annual basis.