

Luke Johnsen

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

Education

University of Arizona Full Stack Web Development Bootcamp

February 2022

Certificate of Completion (240 hours)

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, Progressive Web Apps

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.

Oh Snap! Photo Portfolio

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

- A backend relational database for a mock-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

- Gained valuable work experience while exploring a new career path.

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.