

# Mack Smith-Lambeau

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## Technical Skills

**Languages:** Python, Java, JavaScript, TypeScript, HTML5, CSS, SQL, VBA | **Frameworks:** Flask, Jinja2, Spring Boot, jQuery, React Native, Bootstrap, Material-UI | **Databases:** MySQL, MongoDB, Mongoose | **Tools:** AJAX, Spring Tool Suite, REST API, GraphQL, AWS Amplify, JSON, PostMan, Socket.io, AWS(EC2), MySQL Workbench, Git, Github, Vercel, PlanetScale | **Methodologies:** Responsive Web Design, MVC design, Agile, SCRUM, Object-Oriented Programming

## Technical Projects

### **Offline Auction House** | Full-Stack Software Developer | [GitHub](#) | [Live Site](#)

Queries of live auction house data, from your browser using Python, Flask, Jinja2, Bcrypt, PlanetScale, and Vercel.

- Leveraged Python to call, consume, and format responses from APIs to provide the most up to date data.
- Applied Flask with Jinja2 template to format and display calculations made on the backend of the application.
- Incorporated Bcrypt to hash passwords for increased security and migrated to a virtual database using PlanetScale for validation and authentication of user login data.

### **Character Template** | Full-Stack Software Developer | [GitHub](#) | [Live Site](#)

Two part project involving building a web scraper, and then using the scraped data as a template for custom design using Java, Spring Boot, and MySQL. The project is deployed to an AWS EC2 instance.

- Mapped database by writing HtmlUnit web scraper to harvest data from online sources. This automated building a database which then allowed for users queries to be matched with appropriate spells and abilities.
- Applied MVC design while building to allow for smoother scalability in the future with an organized structure.
- Utilized Spring Boot to tie together back and front end quickly while enabling incorporation of multiple libraries.

### **Web Dev Flashcards** | Full-Stack Software Developer | [GitHub](#) | [Live Site](#)

Flashcard study app using the MERN stack (MongoDB, Express, React, Node.js) and deployed via Vercel to help study terms and concepts in the development industry.

- Levered React to enhance user experience to minimize redirects and refreshes.
- Utilized MongoDB Cloud as a database to store and update flashcards for studying.
- Fully collaborated project that incorporates agile and CI/CD methodologies to emulate a 'real world' environment.

## Education

### **Coding Dojo | Full-Stack Developer Bootcamp**

**Sept 2022**

- 1000+ Hours; three full-stack bootcamp focusing on Python, Java, and MERN (MongoDB, Express, React, Node.js)
- 100% remote collaborating with others; proficiency exam consisted of building full stack CRUD application within 5 hours

### **Virginia Polytechnic Institute and State University | Bachelor of Science - Business Management**

**May 2015**

## Experience

### **Technical Support Developer | FiVision**

**Jun 2021 - Feb 2022**

- ❖ Working directly with clients to handle front end updates (HTML, CSS, Javascript) to application pages.
- ❖ Troubleshoot and confirm the resolution of issues through ad hoc SQL queries.
- ❖ Maintain a personal test environment to increase familiarity of all aspects of the product.
- ❖ Updated business critical Excel spreadsheet writing macros using VBA.

### **WalkMe**

#### **Tier 2 Support Specialist**

**Feb 2020 - Jun 2021**

- ❖ Triage and troubleshoot escalated cases, and consistently communicating status to internal and external stakeholders while maintaining customer delight of at least 92% customer satisfaction.
- ❖ Assist with deployment of extension in varying scale (JAMF, GPO, SCCM).
- ❖ Debug client-side code in Chrome's Developer Console using API calls

#### **Tier 1 Support Specialist**

**Mar 2019 - Feb 2020**

- ❖ Triage and address incoming inquiries via email, scheduled screen shares, or live chat.
- ❖ Communicate problems, obstacles, and action taken to both internal and external stakeholders
- ❖ Build upon knowledge of HTML and CSS to create stronger element selection anchor points with jQuery or Regex