Mark Lund - Web Developer
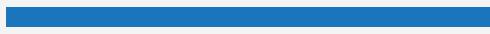
linkedin.com/mark-s-lund github.com/marklund117 marklund117@gmail.com

Skills
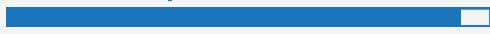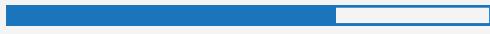
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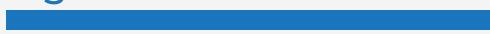
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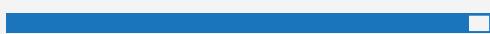
JavaScript

Figma
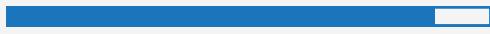
Adobe Creative Suite

React
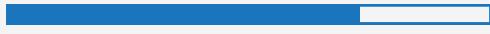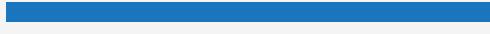
Svelte

Vue

WordPress

Python

Learning New Skills

Additional skills: Audio production/ editing, Writing, Customer service, Logo/Icon design, Documentation, Office software, Social media management, Video editing, UX research, UX design, Team coordination.

Education

Utah Valley University
Orem, UT // Graduating 2025
Web Design and Development Major, Senior

Work Experience

Smith's
Provo UT // 2023-2024
Pickup Associate
- Utilized an e-commerce system to prepare and hand off grocery orders. Maintained high customer satisfaction.

Engagex
Provo UT // 2022-2023
Call Floor Team Lead, Interface Designer
- Called clients to schedule insurance appointments. Consistently hit target scheduling quotas. Supervised a team of callers and conducted quality and performance reviews.
- Drafted and tested a redesign of a web-based phone dialer software, in collaboration with an in-house developer. Surveyed employees and conducted UX research. Created visual and written design resources.

IDEMIA
Provo UT // 2018-2022
TSA PreCheck Enrollment Agent
- Performed rapid input of customer documents and data, including paper documents, passports, ID cards, photos, and fingerprint scans. Balanced busy bookings with walk in demand, resolved technical issues. Worked extensively with PII, followed and executed all security practices as directed by management and the law.

Staples
Provo UT // Feb-Dec 2018
Tech Sales Associate
- Worked on the sales floor, advising customers on technology related purchases. Drove profit through accessory attachment and upselling. Assisted with software and hardware related tech support, set up new PCs, performed data transfer, antivirus, and other services as needed.

portfolio // projects // blog: **marklund.tech**