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**Objective:**

Accomplished Logistics Manager and Team Lead looking to transition into the tech industry to utilize a passion for coding, problem solving and customer service and support abilities.

**Education:**

- **Eleven Fifty Academy, Software Development Immersive Learning Program, Indianapolis, IN, January 2021**
  - 12-week immersive learning program for Software Development taught with industry-guided curriculum, real-world project-based learning, and 500+ hours of logged coding time and training
- **University of South Carolina-Beaufort, Bachelor of Arts in Psychology, Bluffton, SC, December 2011**

**Competencies & Functional Skills:**

Problem solving, troubleshooting, creativity, written and verbal communication, customer service, critical observation and thinking, organization, Agile methodology, portfolio development

**Technical Skills:**

**Languages:** C#, LINQ, ASP.NET, MVC, API development, HTTP methods, pair programming  
**CI/CD:** Agile, Scrum, Git  
**Testing Tools:** Unit Testing  
**Databases:** SQL Server, relational databases  
**Web Technologies:** HTML, CSS, APIs, responsive web design

**Technical Projects:**

- **Stock Portfolio Application <https://github.com/maxjsigmon/SNZY>**
  - Utilized C#, console UI, and APIs in Visual Studio to build an n-tier application to view real-time stock/ETF data
- **Newborn Health Tracking Application (In Development)**
  - Utilizing ASP.NET MVC to design and build an n-tier web application to track important data for newborn babies

**Professional Experience:**

**Logistics Manager, The Hope Source, Inc., Indianapolis, IN, July 2018 – October 2020**

- Managed and adapted daily schedule for over 90 staff members to accommodate for call-ins and ensured client and staffing needs were met by daily arrival time of clients.
- Facilitated logistical adaptation of staffing assignments during a 65% increase in client attendance by creating clear and organized schedules that maximized billing potential.
- Verified and submitted weekly billing data from 115 individual clients to insurance companies for reimbursement.
- Managed and tracked employee absence and leave to ensure that all operations were able to continue to meet the needs of the clients.

**Team Lead, The Hope Source, Inc., Indianapolis, IN, June 2014 – July 2018**

- Managed a team of 15 behavioral therapists to meet data-driven client intervention goals.
- Collected monthly data for clinical staff to interpret and monitor client progress and used that data to provide feedback to the behavioral therapists to improve job performance.
- Obtained certification in crisis intervention to be able to safely and effectively assist in de-escalation of client behaviors.
- Organized events, such as team scavenger hunts, that created and improved camaraderie among team members and facilitated self-care techniques to avoid burnout.

**Behavioral Therapist, The Hope Source, Inc., Indianapolis, IN, January 2012 – June 2014**

- Provided data-driven Applied Behavior Analysis intervention to children with Autism Spectrum Disorder.
- Collaborated with senior staff and families on therapy curriculum to ensure child-centered approach.
- Created learning environments that fostered safety and proactive approaches to decrease maladaptive behaviors.