MIKE LOFGREN

CONTACTS

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EDUCATION

Epicodus Portland - 2019,
React and Rails track

MMI Phoenix - 2008,
Motorcycle Maintenance
Yamaha BMW Suzuki track

VOLUNTEER EXPERIENCE

Meals on Wheels
Lunch Ambassador

Friends of Tabor
Invasive Plant Eradicator

INTERNSHIP EXPERIENCE

Hint Media - October 2019
Web Devlopment Intern

WRITING

medium.com/@mikeylofgren
Imposter Syndrome

Eager to join a collaborative team where I can leverage my passion for technology and programming to enhance user experiences and contribute to building products that efectively meet customer needs.

WORK EXPERIENCE

OpenSesame — May 2020 — Present
Product Support Associate Lvl 3

- Technical support and advanced problem solving for OpenSesame's learners and Admins.
- Utilize ticketing systems, chats, phones to quickly and effectively diagnose issues.
- Develop web apps and extensions to help the team thrive and be more efficient.

New Seasons Market — March 2010 — May 2019
Beer & Wine Specialist

- Regularly communicated with customers, wine reps and distributors via email, phone and in person.
- Delighted customers with the highest level of customer service by gaining knowledge of wine and beer from around the world and helping them find the best bottle for sharing or celebrating.
- Worked together as a team to make day to day operations run smoothly by communicating effectively with upper management.
- Trained other employees throughout the store so that our staff could better serve the community.

Cascade Moto Classics April 2008— September 2009
Motorcycle Mechanic

- Diagnosed, upgraded, rebuilt and repaired motorcycles.
- Collaborated on projects in a team oriented environment.
- Attended motorcycle service classes to improve my skills.

SKILLS

React | Javascript | Ruby | Rails | Git | CSS | Postgres | SQL | JQuery | Node JS | Twilio | Postman | Test Driven Development | Sinatra | Problem Solving | Pair-programming | Communication | GraphQL | MongoDB | Firebase | React Native |Customer Focused