

# Alex Howard

## Front-End Software Engineer

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## Relevant Experience

### Interface Developer @ PowerShades

July 2022 - Present // Joplin, Missouri

- Developing internal sales tool used by over 1800 dealers
- Integrated Bootstrap into project to allow for mobile usage and promote industry best practices
- Communicate and collaborate with multidisciplinary teams of engineers, sales, service, and executives on a daily basis
- Improved development standards by integrating ESLint, Changelogs, Bootstrap, Jest for Unit Testing, and Playwright for UI Testing

### Service Manager @ PowerShades

October 2019 - July 2022 // Joplin, Missouri

- Supervised all day-to-day operations in customer service and technical support
- Acted as the highest source of information regarding service(s), product knowledge, integration, installation, and networking
- Managed all tickets and RMAs for over 1800 dealers within the entirety of the US and Canada.
- Created all workflow and operations surrounding service, utilizing Zoho Desk for ticketing and Todoist for follow ups to ensure consistency throughout all interactions.
- Supported proprietary SaaS and embedded systems (writing technical documentation)

### Regional Manager @ uBreakiFix

October 2018 - October 2019 // Joplin MO, Springfield MO, Fayetteville AR

- Managed the workflow throughout the day to ensure turnaround times and customer expectations were fulfilled.
- Met and exceeded monthly sales and profit goals throughout multiple locations
- Reviewed store P&L for accuracy and calculated bonuses.
- Developed and maintained relationships with nearby businesses to generate traffic (and revenue) through “marketing runs.”

### Verizon Expert @ Best Buy

May 2015 - October 2018 // Joplin MO

- Responsible for delivering profitability by achieving revenue, margin, solutions, and operational targets.
- Actively engaged customers using selling skills to increase Verizon products and service sales in the designated “Verizon Experience”

## Skills

### Programming Languages

Javascript, Typescript, HTML, CSS/Sass

### Libraries & Frameworks

React, Node.js, Redux, jQuery

### Tools & Platforms

Git, Webpack, Axios, Bootstrap, ESLint, Lodash, Playwright, Jest

### Hardware & Software

Windows, Mac, iOS, Linux (Debian), Android, Microsoft 365, Microsoft Exchange / Azure, Device Deployment, soldering (micro)

### Soft Skills

Communication, problem solving, critical thinking, adaptability, leadership, team building, willingness to learn, empathy

## Education

### Western Governors University

2020 - 2024

Bachelor of Science, Software Development

## Certifications

ITIL v4

Compia A+

## Interests

Comedy, video games, software development, embedded systems, cats, Reddit, computer science, space