

Full Stack Developer

MACKENZIE JOYAL



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ABOUT

Passionate full-stack web developer, dedicated to learning and enthusiastic about intuitive design.

SKILLS

Languages - Javascript, Ruby, HTML, CSS

Frameworks - React, Rails, NodeJS, Express, jQuery, SASS, Mocha/Chai, React Storybook

Systems/Databases - SQL, Git

Other - Illustrator, Adobe XD

EXPERIENCE

Help Desk Specialist

Nov 2018 - Sep 2020

Shaw Communications

- Built a complete predefined content and notation web-application using Javascript, HTML, and CSS which resulted in a 30% increase in after call efficiencies.
- Managed the project timeline and feature list to ensure a timely launch of each version.
- Used clear and concise communication to de-escalate customer calls transferred from agents.
- Provided technical support and guidance with difficult customer situations to customer care advisors.

Social Media Consultant

2017 - 2019

Freelance

- Managed Social Media platforms such as Twitter, Facebook, and Instagram for a restaurant, gymnastics company, local frozen foods company, and apartment building complex.
- Created two websites with WordPress for both the restaurant and frozen foods company, including writing copy, mission statements, created graphics, and product photography.
- Created engaging content and graphics that captured each brand individually.
- Increased engagement by 40% for the gymnastics company and 30% for both the restaurant and frozen foods companies.

Social Media Coordinator

2016-2017

University of Victoria

- Managed social media scheduling and analytics of Facebook, Twitter, and LinkedIn through Hootsuite Management Dashboard.
- Researched appropriate SEO friendly keywords and hashtags, leading to an increase in engagement on all platforms.
- Crafted engaging copy and designed graphics with Adobe Creative Suite.

PROJECTS

The Crewlywed Game - the newlywed game for you and your "crew". A live-updating interactive React based game. Users are able to join different game rooms to play with their friends.

Stack - Socket.io, Express, Node.js, React, SCSS

Taco Takeout - an intermediary application used to manage customer orders for pickup. Customers will receive a text notification when their order is ready.

Stack - Express, Node.js, jQuery, EJS, SCSS

The Notator - a note formatting application and predefined content manager. Used to format notes to be used on customer accounts and leverage local history to save predefined content and customer note history.

Stack - Vanilla JS, HTML, SCSS

Interview Scheduler - a dynamic scheduler where user can create, edit, delete and view interview appointments.

Stack - React, SQL, Express, Node.js

EDUCATION



Bachelor of Arts in Commerce

Peter B. Gustavson
School of Business
University of Victoria
Grad 2018



Lighthouse Labs

Full Stack Development
Diploma
Grad 2020