**Nathan Schneider**

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# Skills

JavaScript, TypeScript, React, HTML, CSS, PHP, SQL, C#, Git/GitHub, Networking, Linux Administration

# Experience

## Engine, Grand Rapids, MI *- Lead Web Developer*

## APRIL 2019 - APRIL 2024

* Led the development of websites and applications from conception to deployment, ensuring high performance with Google Lighthouse scores consistently above 98%. Implemented scalability using services from cloud platforms such as AWS, Google Cloud, and Azure, alongside various SaaS applications, CMS platforms, and modern tech stacks.
* Designed and implemented custom RESTful APIs to facilitate seamless communication between frontend and backend systems, enhancing overall application functionality and security. Also, implemented custom integrations with third-party APIs and services to extend application functionality.
* Conducted code reviews and implemented best practices to ensure code quality, maintainability, and adherence to coding standards.
* Maintained and administered customer legacy systems and Linux-based servers, ensuring 99.9% uptime. Implemented updates and added functionalities as needed, preventing disruptions to client sites and applications.

## Meritage Hospitality Group, Grand Rapids, MI *- Software Engineer*

## FEBRUARY 2015 - APRIL 2019

* Led the development and administration of the IT department's ticketing system, ensuring seamless functionality and ease of use for hundreds of Wendy’s locations nationwide. Continuously maintained and enhanced the system to accommodate evolving needs and add new functionalities.
* Developed and maintained custom web applications for company directors and area managers, streamlining the process of tracking and reporting service issues into the ticketing system.
* Implemented a tracking system with a live dashboard to monitor backup LTE usage of hundreds of CradlePoint routers across Wendy’s and fine-dining locations, resulting in annual IT cost savings of thousands of dollars.
* Designed and developed a native Windows application using C#.NET to expedite the creation of incident tickets for IT HelpDesk technicians, bypassing the slow web interface of the Spiceworks legacy ticketing system.

## Support.com, Redwood City, CA *- Home Networking Support, Level II*

## JANUARY 2013 - FEBRUARY 2015

* Provided home networking support for Comcast customers, leveraging advanced knowledge of HTTP, LAN, and WAN protocols and technologies to remotely test customer cable modems, Wi-Fi routers, and other approved networking hardware.
* Coordinated on-site technician appointments to address issues beyond remote troubleshooting capabilities, ensuring timely resolution of customer concerns.
* Maintained detailed records and documentation by taking extensive notes in the company’s ticketing system, facilitating efficient communication and tracking of customer inquiries and resolutions.

# Education

## Grand Rapids Community College

Systems-Network Administration - 2011

Computer Programming - 2013

## Udemy

Web Developer Bootcamp - [Certificate](https://www.udemy.com/certificate/UC-JZ7LBJDJ/)

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