

Jennifer Bates

WEB DEVELOPER | TECHNICAL PROJECT MANAGER

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PROFESSIONAL SUMMARY

Charismatic, value-driven full stack web developer leverages project management background to delight the client by building a more intuitive user experience. Currently earning a certificate in full stack development from the University of Arizona. Empowers technical + creative teams while promoting agile development best practices to discover, design, iterate and deliver scalable, high-quality products. Builds synergy + collaboration among teams and stakeholders in all phases of diverse technology projects. A highly effective communicator combines empathy + emotional agility to establish and build trust. Ensures seamless delivery of complex projects on time and at budget. Broad-based background encompasses commitment to organizational objectives and exceptional business acumen within a rapidly changing and highly competitive technical marketplace. Maintains keen awareness of industry challenges and technological trends.

TECHNICAL SKILLS

Programming + Frameworks + Runtime Environment + Version Control - Node.js., Express, JavaScript, jQuery, GIT, GitHub, GitLab, MongoDB, MySQL, Handlebars, HTML5, CSS3, Bootstrap, Foundation, APIs, Heroku, Terminal, AJAX, Restful API, ES6, JSON, Sequelize

Software + Web Analytics + CRM - MS Office, MS Project, Adobe Creative Cloud, Photoshop, Lightroom, *Google*: Adwords, Analytics, Webmaster Tools; *Facebook/IG*: analytics; *CRM dashboards*: HubSpot, Salesforce

CORE COMPETENCIES

Project management, agile methodologies, mobile first/responsive design, web development, iterative process, UX/UI design + development, problem solving, adaptability, app development, strategic planning, front end development, full stack development

RELEVANT EXPERIENCE | PROJECTS

Eat Da Burger | Full Stack Developer | GitHub Repository: github.com/onomatopoetica/eat-da-burger

Deployed Project: calm-anchorage-60492.herokuapp.com/

A burger logger developed using MySQL, Node, Express, Handlebars and a homemade ORM (yum!). An MVC design pattern was followed using Node and MySQL to query and route data in the app, and Handlebars to generate the HTML.

- **Role:** Created the full stack: app server, database, controllers, and model files in addition to the style, page layout, functionality and responsive properties.
- **Utilized:** Express, MySQL, Heroku, Node.js, MVC Pattern, ORM, CSS, HTTP, Handlebars.

Picky Eater | Front End Developer | GitHub Repository: github.com/jkriese12/picky-eater

Deployed Project: jkriese12.github.io/picky-eater/

Picky Eater is a recipe app that lets users with nutritional sensitivities quickly discover new recipes (and the weather in Tahiti!).

- **Role:** Created and styled the app and its responsive properties with Foundation CSS to search queried recipes through Spoonacular food API. Created a persistent "last searched" functionality as well as navigation links to a food academy and featured recipes. Built the option to search recipes filtered by dietary options including gluten-free, vegan or dairy-free (as well as the option to view the weather in Tahiti - just for fun). App displays last searched recipe, current recipe image, preview of ingredients, recipe instructions, and link to the full recipe.
- **Utilized:** API, JSON, AJAX, JavaScript, HTML, Foundation CSS.

Code Quiz | Front Developer | GitHub Repository: github.com/onomatopoetica/code-quiz

Deployed Project: onomatopoetica.github.io/code-quiz/

A code quiz project for full stack web development students to test their knowledge of JavaScript fundamentals.

- **Role:** Created HTML pages styled with CSS to create a welcome/instruction page for students. Manipulated the DOM using JavaScript to dynamically render quiz questions. Used JavaScript and JSON to store quiz high scores enabling students to gauge their progress compared to their peers. Created a high scores page where students may enter their initials at the end of the quiz where their high score persists on the page.
- **Utilized:** HTML, CSS, JSON, JavaScript.

PROFESSIONAL EXPERIENCE

BTNC - Gilbert, AZ

January 2015 - Present

Project Manager, Sales Ops Director

Successfully managed sales operations and programs for private technology consulting business; promoted consulting activities across various social media platforms; identified opportunities, developed market focus, managed international training contracts and implemented tactical business plans.

- Developed high value content including white papers and webinars resulting in 200% increase in lead generation, 75% increase in repeat business and 100% increase in special projects revenue.
- Established and nurtured strategic partner and client relationships and expanded market share.

Serious Integrated - Gilbert, AZ

June 2017 - April 2018

Project Manager, Sales + Marketing

Demonstrated strong verbal and written communication skills, high level of grammar and spelling expertise while creating and delivering project charters to stakeholders; drafting, negotiating and executing contracts; creation of technical documentation and delivery of technical project documentation.

- Conducted PPC marketing campaigns and created targeted landing pages to identify gaps in customer engagement processes and improve follow-up and follow-through from 60% satisfaction rating to 90%.
- Developed marketing campaigns via HubSpot and Salesforce CRM tools and created lead scoring workflows to pinpoint lead fit, lead interest, lead behavior and buying stage; devised and implemented effectual drip campaigns based upon lead score analytics.
- Consistently exhibited strong ability to multitask under pressure, meet demanding timelines and handle multiple projects simultaneously while delivering on time/at budget in a high volume, constantly changing environment.

Iridium Communications, Inc. - Tempe, AZ

November 2013 - December 2014

Manager, Global Sales Operations, Support + Programs

Directed global lead generation initiatives, facilitated strategic alliances, new partner contracts, business development, branding, and marketing efforts for global mobile satellite service provider growing M2M business over 58%.

- Successfully led joint go-to-market activities to grow revenue and market share managing channel partner and VAR accounts in key vertical markets which generated in excess of \$38M annually.

Iridium Communications, Inc. - Tempe, AZ

September 2001 - November 2013

Manager, Sales + Channel Partner Support - North America

Recognized by CEO for achieving exceptional performance (top 10%) three years in a row and promoted to Manager, Global Sales, Operations and Programs.

EDUCATION

Full Stack Web Development Certificate - University of Arizona | Graduation Projected May 2021

A 24-week intensive boot camp program focused on gaining technical programming and market-driven skills in HTML5, CSS3, JavaScript, jQuery, Bootstrap, Firebase, Node.js, MySQL, MongoDB, Express, Handlebars + ReactJS

Bachelor of Science in Psychology - University of Utah

Psi Chi – International Honor Society in Psychology

CERTIFICATIONS

Certified Associate Project Management | CAPM® Projected July 2021