Peter Gustafson

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PROFESSIONAL SUMMARY

- Recent graduate of a Full-Stack Web Development bootcamp at Northwestern University and an iOS mobile development bootcamp at the City Colleges of Chicago.
- Highly motivated self-starter experienced in Solutions Engineering, Sales, Account Management and Operations at fast-growing, SaaS startups.
- Strong understanding of how clients interact with software, and why they buy it.
- My unique experience combined with my development abilities position me to build customer-centric software that will add real-world value to the end user.

TECHNICAL SKILLS

Programming Languages	iOS Skills/Frameworks	Databases	Additional Skills
JavaScript	Auto Layout	MongoDB	APIs, JSON, REST
Node.js	Foundation & UIKit	MySQL	Git & GitHub
Swift	Xcode & Interface Builder		

RELEVANT TECHNICAL EXPERIENCE

Flourish – Evanston, IL – *Full-Stack Developer*   **April 2018-Present**
https://github.com/mrerlander/flourish

- Designed, developed and deployed a web application to allow small business owners to automatically save money based on their monthly cash flow to meet and exceed their financial goals.
- Used Git and GitHub to manage changes and versions of the application code.
- Developed a server application API using Node.js and Express.js leveraging MongoDB as a data store.
- Used the SendGrid API to automatically send emails to new users after signing up.
- Created a client web application with React.js and Materialize for styling all components.
- Deployed the client and server application onto Heroku.

Northwestern Coding Bootcamp Network – Evanston, IL – *Full-Stack Developer*   **March 2018-Present**
https://github.com/peterlgustafson/NW-CodingBootcamp-Network

- Led three other developers to design, develop and deploy a web application for students to connect, share events and job opportunities.
- Managed the team's application code with Git and GitHub.
- Created a client web application using vanilla JavaScript, jQuery and Materialize to style page elements.
- Developed a server application using Node.js and Express.js to allow the client application fetch and store jobs postings and events in a MySQL database.

PROFESSIONAL EXPERIENCE

Trading Technologies – Chicago, IL – *Customer Success Operations Manager*   **August 2016-January 2018**

- Coordinated effort to map the customer journey for new and migrating clients, identifying key touch points and establishing written guidelines for how each team should engage with each type of client.
- Worked cross-functionally to build, develop and refine a process to manage large-scale global client migrations onto TT's new cloud-based platform.
- Partnered with Sales and Customer Success leadership to identify and build key business, sales and customer health reports to measure and monitor at the global, regional and individual level.
- Collaborated with Product leadership to implement and manage a process to prioritize feature and enhancement requests and product migration blockers for global Sales and Customer Success teams.
- Successfully rolled out a Net Promoter Score (NPS) survey to gage overall customer satisfaction and loyalty.

Carena, Inc. – Seattle, WA – *Business Development Associate*   **February-August 2016**
- Developed and implemented a repeatable sales process to generate predictable high-quality lead flow to support Directors of Business Development nationwide.
- Responsible for generating new sales opportunities for 2 Directors of Business Development that each held an annual quota of $2,500,000.
- Averaged 15-20 new sales opportunities monthly (Average Deal Size ~ $268,000).

Pike 13, Inc. – Seattle, WA – *Solutions Engineer & Account Manager*   **August 2013-December 2015**
- Developed and implemented a repeatable sales process for the delivery and execution of product demonstrations.
- Helped sales team increase win rate from 25% to 45% on qualified opportunities by optimizing sales deck content and hosting professional development seminars.
- Partnered with Account Executives and senior leadership to build and execute custom product demonstrations for enterprise clients and businesses that had complex workflows.
- Aggregated and communicated new customer requirements & feature requests to the product development team.
- Prepared new hires by conducting an orientation to the sales, product & product demonstration process.

EDUCATION
Harry S Truman College – Chicago, IL   **April-August 2018**
iOS Mobile Development Bootcamp Certificate
Northwestern University – Evanston, IL   **January-April 2018**
Full-Stack Web Development Bootcamp Certificate
George Mason University – Fairfax, VA   **August 2009-May 2013**
Concentration: Global Management   Minor: Economics

ADDITIONAL SKILLS
Fluency in Spanish (Verbal and Written)

AWARDS
2018 – 1st Place Techstars Startup Weekend