

Philip Demand

Full Stack Software Engineer

philipdemand@gmail.com | 203-770-2967 | Tolland, CT | [LinkedIn](#) | [GitHub](#) | [Personal Website](#)

Technical Skills

Languages: Ruby, JavaScript, HTML, CSS

Frameworks/Libraries: React, Ruby on Rails, Bootstrap

Tools/Platforms: Git, GitHub, AWS, SQLite, PostgreSQL, Restful API

Other: JSON, Active Record, Responsive Design

Experience

Technical Support Specialist | Manchester, CT | 06/2024 to present

LESA Automotive

- Analyze and troubleshoot technical problems, working directly with customers to understand and resolve issues.
- Perform root cause analysis to identify and solve underlying issues, ensuring long-term solutions and customer satisfaction.
- Triage and resolve issues in collaboration with internal and external teams, maintaining efficient communication and coordination.
- Document processes and resolutions to build a comprehensive knowledge base and support continuous improvement.
- Communicate effectively with customers to provide world-class service, fostering positive client relationships.

Technician & Business Owner | Tolland, CT | 01/2007 to 6/2024

NotePerfect Solutions Piano Technicians

- Directed business operations including project management, budgeting, and financial analysis, achieving a 30% increase in revenue through strategic marketing and service diversification.
- Developed and implemented tailored technical solutions, enhancing operational efficiency and client satisfaction.
- Innovated data-driven processes to address complex client needs, resulting in a 20% increase in client satisfaction and retention.
- Managed a diverse portfolio of clients, fostering a reputation for reliability and excellence in service delivery.

Director of Instrumental Music | 09/2004 to 06/2023

The Cornerstone Christian School - Manchester, CT and Bolton Center School - Bolton, CT

- Designed and incorporated technology-enhanced lesson plans, integrating software tools to enhance learning outcomes.
 - Developed data-driven strategies to track student progress and adapt teaching methods, akin to agile methodologies.
 - Transformed student participation in adjudication events from 5% to nearly 40% during tenure, amplifying school representation and fostering a culture of musical excellence.
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Relevant Projects

Gig Board - Job Searching App | [GitHub](#) | [Demo](#)

- Built with React to create a responsive user interface, ensuring a seamless user experience across various devices.
- Developed a scalable and secure Rails API for data management and frontend integration.
- Implemented secure user authentication using BCrypt for password hashing, ensuring data privacy and security.
- Leveraged Rails Delegated Types to provide tailored user experiences, allowing for custom interactions for user types.

Personal Website | [GitHub](#) | [Demo](#)

- Engineered a sleek and modern interface using React and CSS3, ensuring a seamless and visually appealing user experience.
 - Implemented a fully responsive, mobile-first design using React-Bootstrap, optimizing the website for various devices.
 - Deployed the website using AWS Amplify, ensuring high availability and scalability.
 - Boosted website traffic by 50% within the first month post-deployment through effective SEO strategies and user-friendly design.
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Education

Flatiron School | New York, NY | 02/2024

- Full-stack web development: Ruby on Rails and React

University of Connecticut | Storrs, CT

- Bachelor of Science in Education
- Bachelor of Arts in Music