Jesus T. Villarreal

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CURRENT PROJECTS
Redux Traveler Store/E-Commerce Web App, www.reduxtravelerapp.herokuapp.com,
www.github.com/philshir/reduxtravelerapp
Skills - **MERN stack MongoDB, Express.js, React, Node.js, Redux, Thunk, React Bootstrap, React Router, JWT, bcrypt.js, Heroku , Git, GitHub**
- Fully functional E-commerce store includes shopping cart, process credit/debit card payments, user login and registration, and search functionality.
- Administration functionality to review and manage orders, products, payments and users.
- Authentication and authorization using JWT; Password encription using Bcrypt.js.
- Frontend functionality using React; State Management using Redux.
- Format, naviagtion and responsive layout functionality using React Bootstrap and React Router.
- Backend functionality using Node.js and Express.js; Non-relational database using MongoDB, MongoDB Atlas, MongoDB Compass and Mongoose; Deployment using Heroku.
- Payment processing using PayPal API.

Redux Traveler www.reduxtraveler.com, www.github.com/philshir/reduxtraveler
Skills - **HTML5, CSS, Javascript, Adobe Illustrator, Adobe Photoshop, Git, GitHub**
- Travel website covering over 450 locations in the United States including maps, highlights, hours, seasons, prices, hiking trail details, directions and pictures.
- Fully responsive layout for all screen sizes.
- All graphics, maps and SVGs created using Adobe Illustrator and photos edited and optimized using Adobe Photoshop

Additional Skills - MySQL, PostgreSQL, JQuery, C#, Ruby, Sass/SCSS, HAML,Bootstrap 4, WordPress, Shopify, TDD Testing, Mocha.js, Chai.js

RELEVANT EXPERIENCE
Verizon Wireless   1-800-367-5690 Company Code 11708
- Supervisor Customer Service, Technical Support, New Hire Transition and Customer Retention.
- Manage teams of up to 15 people.
- Draft and facilitate formal coaching sessions 3 - 4 times a month, including performance reviews, call reviews, setting ongoing expectations and goals and follow-ups.
- Perform daily call monitoring for quality assurance and provide immediate coaching.
- Train representatives on all new and existing systems, processes, products and services.
- Create training material and classes based on new products, services, systems and procedures.
- Create and deliver quarterly mid-year and yearly reviews and evaluations that determined representative company standing and annual raises
- Process and facilitate formal warnings and terminations for violations of code of conduct, absence policy and performance standards, partnering with Human Resources for legal compliance and facilitated termination and offboarding process.

EDUCATION
Louisiana State University in Shreveport - Bachelor's Degree in Graphic Design and Fine Arts