

Zachary Burns
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[Portfolio](#) | [LinkedIn](#)
Batesville, AR

PROFESSIONAL PROFILE

Experienced **Full Stack Developer** with expertise in **C#, .NET, JavaScript**, and **RESTful APIs**, specializing in building scalable web applications and system integrations. Proficient in **React.js, Node.js**, and **cloud platforms like AWS**, with strong skills in **MongoDB, MySQL, PostgreSQL**, and **T-SQL**. Adept at streamlining processes through automation tools like **AutoHotkey (AHK)** and enhancing operations with VOIP systems. Skilled in **client-facing communication**, technical documentation, and agile project management (Scrum). Passionate about delivering innovative solutions to improve user experiences, optimize workflows, and drive business growth.

EDUCATION

Bachelor of Science in Software Development

Honors Association: National Honors Society of Leadership and Success
Capella University | Online | GPA: 4.0 (Honors)

KEY ACCOMPLISHMENTS

- 50% traffic increase post-redesign by leading a complete website reconstruction project.
- Reduced labor hours by 30% by creating automation scripts with AutoHotkey (AHK), enhancing billing efficiency.
- Improved communications across four locations by replacing an outdated phone system with a VOIP system, saving 5 hours weekly.

SKILLS

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|--------------|--------------|--------------------|
| • HTML5 | • Bootstrap | • Git |
| • CSS3 | • PrimeReact | • MongoDB |
| • JavaScript | • Node.js | • MySQL |
| • Typescript | • Express.js | • PostgreSQL |
| • React.js | • Argon2 | • AWS |
| • Next.js | • .NET | • RESTful APIs |
| | | • AutoHotkey (AHK) |

PROFESSIONAL EXPERIENCE

Fullstack Software Engineer

July 2019 – Present

Searcy Water Utilities – Searcy, AR

- Developed and deployed a responsive website for the department with auto-payment and account management features, leading to a 30% increase in online transactions and 20% reduction in customer service inquiries.
- Improved UX by implementing Bootstrap and React.js, resulting in a 40% decrease in bounce rates and 25% increase in session duration.
- Enhanced front-end performance with HTML5, CSS3, and JavaScript, leading to a 50% improvement in page load times and 15% higher SEO rankings.
- Integrated MongoDB for customer data management, cutting data retrieval times by 20%.
- Collaborated with cross-functional teams to develop RESTful APIs using Node.js and Express.js, enabling seamless third-party integrations and increasing productivity by 30%.

Technical Writer / IT Consultant

January 2018 – Present

DBA (Contract Work) – Searcy, AR

- Transcribed instructional videos into technical tutorials, improving users' understanding of IT operations.
- Authored technical documents for distribution to customers, saving at least 1 hour per incident.

Technical Support Representative

October 2016 - December 2016

Sykes – Searcy, AR

- Resolved customer complaints and inquiries by researching systems and databases.
- Automated database repairs and backups through custom-built scripts for client convenience.
- Delivered progress updates to customers, utilizing strong verbal and negotiation skills.

IT Manager / AP Technician II**August 2013 – October 2016**

Computer Consulting and Repair, Inc. (MSP) – Searcy, AR

- Promoted to Office Manager in 2015; took on primary on-site technician duties for non-contracted clients and secondary for contracted clients.
- Led new hire onboarding by conducting training sessions and explaining company protocols.
- Implemented a system that increased payments by \$45 per device by requiring upfront deposits for service.
- Responded efficiently to customer service inquiries via email, ensuring timely issue resolution and satisfaction.