**Patrick McClelland**

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Professional Summary

A results-driven professional with a proven track record in customer service, sales, and technical problem-solving. Equipped with a solid foundation in computer science and full-stack web development, I have hands on experience API integration, data management, and eCommerce platforms. Adept to providing technical input, adapting to new tools, and delivering customized solutions that drive business growth. Known for building strong client relationships, collaborating with cross-functional teams, and proactively identifying opportunities for improvement. I am motivated to continuously learn, grow, and excel in dynamic, fast-paced environments.

Skills

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| --- | --- |
| * HTML, CSS, JavaScript * Java & Python * C++ * MySQL * MERN Stack * Object Oriented Design and Programming | * Excellent Interpersonal Communication * Problem Solver * Critical Thinker * Time Management * Customer Service * Adaptability |

Education

**B.S**: Computer Science, (June 2021 - June 2023)

**Colorado State University - Global** - Denver, CO

**Graduated with a 4.0 GPA** (Summa Cum Laude)

**Certification:** Full-Stack Web Development Bootcamp

**University of California, Berkeley (Via EdX)**

Work History

**T-Mobile [Merged with Sprint in 2020]** – Daly City, CA

**Senior Mobile Expert (**April 2024 to Current)

* Promoted to work at an Experience Store, consistently exceeding sales targets in a highly competitive telecommunications environment.
* Deliver exceptional customer service by leveraging deep product knowledge and interpersonal skills to match clients’ needs with T-Mobile products and services.

**Mobile Expert** (August 2020 – April 2024)

* Transitioned from a management role to an individual contributor position to focus on long-term career goals, including pursuing a BS degree and advancing professional development.
* Awarded Circle of Achievement in 2020 and 2022 for outstanding sales performance and customer satisfaction.
* Recognized for achieving top performance metrics and contributing to a high level of customer satisfaction and retention.
* Collaborate with team members to implement sales strategies, driving increased store performance and enhancing the overall customer experience.
* Leveraged strong sales and communication skills to consistently meet and exceed sales targets, contributing to store success.
* Demonstrated a commitment to continuous improvement by refining sales strategies and enhancing customer experiences.

**Sprint** – San Francisco & San Mateo, CA

**Sales Supervisor (**January 2018 – August 2020)

* Played a key role in launching a new store, turning it into a high-volume location within six months.
* Managed daily sales operations, led a high-performing team, and consistently exceeded sales targets.
* Awarded the Pinnacle Sales Award in 2019 for exceptional sales leadership and performance.
* Developed and implemented sales strategies that contributed to overall district success

**Retail Consultant (**October 2015 – December 2017)

* Rapidly adapted to a commission-based environment, leveraging a strong learning ability to achieve the Pinnacle Sales Award in 2017 despite limited prior experience.
* Quickly developed in-depth product knowledge and sales techniques, leading to consistently exceeding individual sales targets.
* Built and maintained strong customer relationships, enhancing customer loyalty through exceptional service.
* Demonstrated resilience and resourcefulness in mastering the sales process, contributing to significant sales growth and team success within a competitive market.

Projects

**Movie Knight – Movie Title Search Engine**  
An innovative web application that allows users to search for and explore detailed information about movies effortlessly. Utilizing The Movie Database (TMDB) and IMDb APIs, users can enter a movie's title to access relevant details, including release date, movie poster, actors, and plot description. The application showcases movie data through visually appealing cards and provides an interactive user experience using the Bulma CSS framework. Users can also create and manage a personalized watchlist with seamless integration of local storage for persistent data retention.  
**Technologies:** HTML, CSS, JavaScript, Bulma, jQuery, and APIs

**Vehicle Inventory Management System**  
Designed and developed a full-stack website for the efficient management of a fictional Certified Pre-Owned Car Lot's vehicle inventory. Authenticated employees can navigate, filter, and manage the diverse array of vehicles. The application features a RESTful API built with Node.js and Express.js, employing Handlebars.js for dynamic content rendering and MySQL with Sequelize ORM for robust database management. It includes GET and POST routes for data retrieval and addition, authentication with express-session and cookies, and follows the MVC paradigm for organized structure. Deployed on Heroku, the application boasts a polished, responsive, and interactive UI.  
**Technologies:** JavaScript, CSS, Node.js, Express.js, Handlebars.js, MySQL, Sequelize ORM, and Heroku.

**React Portfolio**  
A dynamic single-page application designed to showcase my work as a web developer. This portfolio serves as a platform for potential employers to view my skills, projects, and professional background. It features a responsive design that allows users to navigate seamlessly through different sections: About Me, Portfolio, Contact, and Resume, without page reloads. The application utilizes React to manage state and routing, ensuring a smooth user experience. Users can view my projects, each with links to deployed applications and corresponding GitHub repositories. The contact form provides essential functionality for potential employers to reach out, complete with validation notifications. Deployed on Netlify, this portfolio exemplifies my ability to create polished, user-friendly applications.  
**Technologies:** React, JavaScript, HTML, CSS, Node.js, Express.js, MongoDB, and Netlify.