

PIERCE ROGG

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Portfolio: <https://frosty-wiles-fddc98.netlify.app/>

SUMMARY

Detail-oriented Full Stack Web Developer with a background in Customer Service and passion for continuous learning. Experience in design, development and implementation of applications, experience with core JavaScript and React.js and experience with design patterns, coding standards and performance improvements. Known among colleagues and friends for thriving in challenging environments that require collaborative problem solving, preferring to spend my time coding and collaborating, not in meetings, taking pride and responsibility seeing the product I worked on meet the real world for the first time, being capable of independently prioritizing my duties and still work well with a team and being able to both accept and provide thoughtful, respectful constructive-criticism.

TECHNICAL SKILLS

Applications: Microsoft Office 2019, Visual Studio Code, Windows PowerShell, Bash, Zoom, Slack, Salesforce, Chrome Dev Tools, Remote Desktop Software, PyCharm, WordPress, Postman, Heroku, VM Workstation, SQLite Studio and GitHub

Languages: HTML5, CSS3, JavaScript, jQuery, AJAX, JSON, React, React.js, JSX, MySQL, Mongoose, Handlebars, Materialize, APIs, Restful API, ES6, React Hooks, Sequelize, Node.js, NPM, Bootstrap, Git, Express, PostgreSQL, Python 3, SQLite and MongoDB.

OS: Windows and Linux

EDUCATION

AAS in Information Technology and Networking - Devry University; Naperville, IL | Dec 2021

Full Stack Web Development Certificate - Michigan State University; Detroit, MI | Mar 2021

Google IT Support Specialist: Coursera, Mountain View, CA | Jan 2020

Test Driven Development: Udemy | Nov 2020

Complete Web Developer 2020 Zero to Mastery | Oct 2020

PROJECTS

Tech.IT

<https://studygroup2021//tech.it/> | <https://studygroup2021.github.io/tech.it/>

Displays the top 5 technology articles and Entry Level technology jobs to help new Developers stay up to date and find a job.

- **Role:** Used jQuery AJAX method to make requests to server-side APIs. Manipulated the DOM using JavaScript leveraging the DOM API.
- **Utilized:** HTML5, CSS3, AJAX, HTTP GET requests, and Server-side APIs

Git.Interview

<https://github.com/MSU-developmentTeam/Git.Interview> | <https://git-interview21.herokuapp.com/>

A web application that helps developers prepare for interview questions. The user can search a topic of interest, create an account, login and post new questions and answers.

- **Role:** Implemented search function and authentication
- **Utilized:** Passport authentication, Express, NodeJS, Handlebars, CSS, Postman, Sequelize and Heroku

Password Generator

<https://github.com/progg1992/passwordGenerator> | <https://progg1992.github.io/passwordGenerator>

Generates random secure passwords with Uppercase/Lowercase letters, Symbols and numbers

- **Role:** used JavaScript and jQuery to randomly create secure passwords.
- **Utilized:** HTML5, CSS3, JavaScript

Note Taker

<https://github.com/progg1992/noteTaker> | <https://shrouded-lowlands-90629.herokuapp.com>

This is an application that can be used to write, save, and delete notes. It has an Express backend and can retrieve and save note data from a JSON file.

- **Role:** used JavaScript, Nodejs, Postman, Express, CSS, HTML and Heroku to create and deploy the application
- **Utilized:** HTML5, CSS3, JavaScript, Nodejs, Express.

EXPERIENCE

Customer Service Representative 2020 - 2020 Dynamic BDC; Troy, MI

Acted as a concierge customer service representative to connect with customers via phone to discuss promotions, service opportunities, car buying opportunities, and other related services. Provided information, in the utmost professional manner, to the dealership sales' teams based on each customer conversation. Worked with car owners to ensure they were maximizing their service and warranty programs.

Customer Care Professional 2020 - 2020 Sykes Enterprises; Denver, CO

Responded to Customer requests for unavailable products and suggested other suitable options. Managed high-volume of inbound customer calls. Documented conversations with customers to track requests, problems and solutions.

- Rated in the top 25% of over 300 agents and 1st on my team.
- Maintained a customer satisfaction rating of 90% for 5 months
- Boosted productivity by maintaining strong call control and quickly working through call flows.

Landscaper 2019 - 2019 TLC Lawn Care; Menominee, MI

Pruned trees and bushes to improve visibility and shapes. Checked machinery and performed routine maintenance to prevent malfunction. Operated company vehicles and equipment safely and according to good practices.

- Troubleshoot mechanical issues and completed basic repairs to keep equipment working at peak levels.

Custodian 2015 - 2019 NJDOC; Avenel, NJ

Wiped down various surfaces using approved cleaning products to prevent growth of bacteria and viruses. Mopped and waxed floors, dusted, deep cleaned bathrooms and removed trash to keep buildings in clean and orderly condition.

Peer Support Specialist 2012 - 2013 Hope Network; Grand Rapids, MI

Assisted others through dynamic relationships built on trust and utilized effective and interpersonal skills. Maintained strict data confidentiality and privacy on all information related to individuals. Collaborated with co-workers and other professionals to provide inclusive therapy. Provided excellent service and attention to customers face-to-face.

- Recognized by management for providing exceptional customer service.