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. comfortable with JavaScript and python 3, experience with RESTful API principles experience with some subset of Node.js and React, experience developing web applications, experience with RDMS and NoSQL databases in production, knowledge of common authentication and authorization practices, familiar with python 3 and preference for code that is clean, modular and well-tested,. Known among colleagues and friends to thrive 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 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 and MongoDB.

OS: Windows and Linux

EDUCATION

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

Complete Web Developer 2020 Zero to Mastery | Oct 2020

Google IT Support Specialist: Coursera, Mountain View, CA | Dec 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. Provded
- **Utilized**: HTML5, CSS3, AJAX, HTTP GET requests, and Server-side APIs

Code Quiz
https://github.com/progg1992/codeQuiz/ | https://progg1992.github.io/codeQuiz/
Tests the user's knowledge of vanilla JavaScript.
- **Role**: Used JavaScript to create and control the questions, answers, score, timer and check the answers.
- **Utilized**: HTML5, CSS3, JavaScript and jQuery

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, Node.js, Express, Postman and Heroku.

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 - Present 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.
        ● Troubleshot 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.