

PIERCE ROGG

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SUMMARY

Personable and dedicated Full Stack Developer with a background in customer service and Full-Stack Certificate from Michigan State University where I have been practicing my skills in Node.js, Express, SQL, JavaScript, CSS, HTML, MongoDB, Handlebars, React and APIs. I can collaborate and work with a team while solving problems in high-stress and result orientated environments. An articulate individual who enjoys connecting with co-workers and is passionate about designing websites and software that exceed client's expectations. Looking to bring my attention to detail and technical skills to a company to grow and become an asset.

TECHNICAL SKILLS

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

Languages: HTML5, CSS3, JavaScript, jQuery, AJAX, JSON, React, Node.js, NPM, Bootstrap, Python and Git

OS: Windows and Linux

PROJECTS

Tech News and Job App | <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

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

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

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- **Role:** used JavaScript and jQuery to randomly create secure passwords
- **Utilized:** HTML, CSS, JavaScript, and jQuery

EXPERIENCE

Customer Care Professional

2020 - 2020

Sykes Enterprises; Denver, CO

- Rated in the top 25% of agents and 1st on my team
- Responded to Customer requests for unavailable products and suggested other suitable options
- Managed high-volume of inbound customer calls
- Boosted productivity by maintaining strong call control and quickly working through call flows
- Documented conversations with customers to track requests, problems, and solutions.

Lawn Mower

2019 - 2019

TLC Lawn Care; Menominee, MI

- Pruned trees and bushes to improve visibility and shapes.

- Troubleshoot mechanical issues and completed basic repairs to keep equipment working at peak levels
- Checked machinery and performed routine maintenance to prevent malfunction
- Operated company vehicles and equipment safely and according to good practices

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

- Recognized by management for providing exceptional customer service
- 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.

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	Nov 2020
Microsoft Office Specialist: Bay De Noc Community College, Escanaba, MI	Feb 2020