

ROBERT BANDA

robertbanda85@gmail.com | 214-770-1122 | Dallas, TX 75227

Summary

Talented Software Developer equipped with great coding, debugging and project management abilities. Accomplishes project goals consistently with elegant, scalable code. Works great with team members under Agile and Scrum frameworks.

Skills

- Agile development methodologies
- HTML proficiency
- CSS expertise
- JavaScript experience
- Customer-oriented
- Self-starter
- NodeJS
- PostgreSQL
- ReactJS
- Bootstrap

Experience

React Developer | Face Recognition - Dallas, TX | 09/2022 - Current

- Managed both back-end and front-end aspects of development process.
- Coordinated system installations, testing and code corrections.
- Conducted backups of Web files to local directories to prevent data loss.
- Redesigned sites to enhance navigation and improve visual appeal.
- Designed visual and graphic images to use on multiple platforms.
- Troubleshoot, tested and remedied issues before software deployment.

Technical Support Representative | Control4 - Dallas, TX | 04/2021 - 09/2022

- Assisted customers with various types of technical issues via email, live chat and telephone.
- Reviewed support cases for technical and troubleshooting accuracy and identified needed process improvements.
- Documented customer complaints and inquiries for use in technical documentation and bug tracking.
- Updated software versions with patches and new installations to close security loopholes and protect users.
- Mentored other technologists and support professionals to provide professional development and skill enhancement.
- Employed Salesforce for ticketing support
- Setup routers, switches and wireless access points.
- Assisted with device patches and other bug fixes to ensure that devices stayed in working order.
- Helped with electronic smart switch installations by looking at schematics and walking techs through on how to wire the devices to get them in working order.

React JS Developer | HomePro - Carrollton, TX | 08/2019 - 04/2021

- Collaborated with agile development team to test, develop and maintain web and desktop-based software applications.
- Implemented and tested enhancement feature requests to improve product functionality and extend performance.
- Coordinated system installations, testing and code corrections.
- Resolved customer issues by establishing workarounds and solutions to debug and create defect fixes.

- Helped to implement new changes on existing applications using HTML, CSS, Bootstrap, and React.
- Designed user-friendly software interfaces to simplify overall management.
- Modified existing software systems to enhance performance and add new features.
- Participated in code review meetings, providing input on bugs, inefficiencies and potential solutions to emergent issues.
- Designed front-end and back-end solutions for test-driven development.

Client Support Specialist | LeadsOnline LLC - Plano, TX | 04/2015 - 07/2019

- Diagnosed technical problems and communicated solutions to customers.
- Demonstrated strong sense of ownership for customer issues, displaying empathy and maintaining productive dialogue throughout open requests.
- Updated clients on consistent basis regarding projects and answered questions quickly and with knowledgeable support.
- Scheduled clients for appointments to meet all needs promptly.
- Delivered high level of service to clients in effort to build upon relationships for future.

Education and Training

Woz U | Scottsdale, AZ | 02/2019

Computer Programming Certification: Computer Programming

Hillcrest High School | Dallas, TX | 12/2004

High School Diploma