

# Sage Ellefson

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## Professional Profile

Software engineering graduate with a strong foundation in software engineering principles. Well-versed in languages such as Java, JavaScript, XML, HTML, CSS, SQL, Python, and C++. Knowledgeable in full-stack programming with a firm understanding in Git version control and Agile methodologies.

## Professional Experience

VBA Developer/Data Specialist - eCard Systems - Brentwood, TN (Remote) July 2022 - Current

- Develop internal tools using VBA macros within Excel for increased productivity and efficiency, achieving a 50% reduction in time required for data-related tasks.
- Generate and meticulously review data files to ensure customer security and data integrity.
- Analyze workflows for improvement and curate reports to implement process refinement.
- Employ data expertise to support eCard Systems in delivering innovative gift card solutions.

Senior Technical Support Agent - Ibex - Nashville, TN (Remote) September 2021 - July 2022

- Diagnosed and resolved technical issues related to computers, smartphones, and other devices.
- Curated detailed tickets for internal engineering assessment.
- Provided an excellent customer experience while executing thorough problem-solving skills to resolve various issues.
- Collaborated with junior advisors to resolve challenges and communicated effective solutions.

Independent Contractor - DoorDash - Nashville, TN December 2020 September 2021

- Delivered goods and products to customers on time and in excellent condition.
- Coordinated efficient routes to avoid delays and optimize schedules.
- Worked directly with customers to assess quality issues and resolve any concerns.

## Education

Bachelor of Science, Software Engineering September 2023  
*Western Governors University | Salt Lake City, UT*

## Licenses and Certifications

- AWS Cloud Practitioner Certification May 2023
- Axelos IT Information Library Foundations Certification November 2022
- CompTIA Project+ September 2022
- Google IT Support Professional Certificate February 2022