

# Sage Ellefson

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## Professional Summary

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.

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## Experience

Software Engineering Fellow – Headstarter AI July 2024 – Current

- Collaborate with team members to design an innovative application generating 1,000 signups.
- Practice Agile SCRUM methodology to facilitate results-driven outcomes.
- Architect and deploy high-demand applications using modern frameworks and cloud technologies, resulting in diverse software solutions.

Process Automation Engineer/Data Specialist - eCard Systems - Brentwood, TN 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 practical 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.
  - Reduced internal engineering tickets by 11% using intuitive solving methods.
  - Provided an excellent customer experience while executing thorough problem-solving skills to resolve various issues.
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## Education

Bachelor of Science, Software Engineering September 2023  
*Western Governors University*

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## 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

## Skills

- Java, JavaScript, XML, HTML, CSS, SQL, Python, C++, Visual Studio, IntelliJ, Microsoft Office Suite, WordPress, DynamoDB, Firebase, Gradle, Mobile Apps, Unit Testing, No SQL Databases.