Sage Ellefson

(907) 360-3091 | sageellefson29@gmail.com | Lebanon, TN | [GitHub](#) | [Linked In](#) | [Portfolio](#)

Professional Profile

Recent software engineering graduate with a strong foundation in software engineering principles. Well-versed in languages such as Java, Python, C++, PHP, JavaScript, HTML, CSS, MySQL, and committed to expanding proficiency in programming languages. Knowledgeable in front-end, full stack, and back-end programming with a firm understanding in Git version control and Agile methodologies.

Professional Experience

Data Specialist - eCard Systems - Brentwood, TN (Remote)   July 2022 - Current
- Generate and meticulously review data files to ensure customer security and data integrity.
- Develop internal tools using Macros within Excel for increased productivity and efficiency.
- 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.
- 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.

Nanny - The Retzer Group - Knoxville, TN   September 2020-December 2020
- Developed positive and nurturing environments to support children's growth.
- Engineered educational games and creative activities, incorporating art and craft techniques to enhance cognitive and communication skills.

Waitress - Denali Family Restaurant - Wasilla, AK   July 2017 - March 2020
- Utilized point-of-sale (POS) systems and demonstrated strong attention to detail in maintaining and organizing the cash register.
- Effectively used restaurant management software to enhance guest experiences, fostering repeat visits and sustained business.

Education

Bachelor of Science, Software Engineering   September 2023
Western Governor's University | Salt Lake City, UT (Remote)

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