**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 CertificateFebruary 2022