**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.

**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.

**Education**

Bachelor of Science, Software Engineering  September 2023

*Western Governors University*

**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

**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.