

Stephen Coyne

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Web Developer with 10+ years of experience in IT support in the educational industry.

SKILLS

Front-End : Javascript, HTML, CSS, React, jQuery, NodeJS, Twitter Bootstrap, Zurb Foundation, WordPress

Back-End: Ruby on Rails, REST API Design

Other: Alexa Skill Builder, Git, MacOS, Microsoft OS & Office Suite, Crystal Reports, Cherwell ITSM

EXPERIENCE

Application Developer — Baldwin Wallace University

January 2019 - PRESENT, Berea, OH

- Design and develop campus portal based on user specifications in order to create a successful user experience.
- Established shortcuts and automation in workflow to decrease resolution time by 50% in the last 2 years.
- Implemented .NET code and other functions to improved employee ticket application system (Cherwell) by allowing users to find solutions faster.
- Create reports based on trend analysis of weekly, quarterly, and annual incoming requests.

Assistant Director of IT Support — Baldwin Wallace University

May 2018 - January 2019, Berea, OH

Support Analyst II — Baldwin Wallace University

August 2012 - May 2018, Berea, OH

Help Desk Coordinator — Baldwin Wallace University

June 2000 - August 2012, Berea, OH

Help Desk Technician — Baldwin Wallace University

June 1996 - June 2000, Berea, OH

PROJECTS

[Alexa How-To Skill](#) — A voice enabled help desk system built in NodeJS to create for Baldwin Wallace University.

- Developed voice interaction for providing information about Baldwin Wallace University
- Designed multiple phrasing to ensure accuracy of results

[The New Girl Quotes \(TNGQ\)](#) — A wikipedia-like quote generator, from The New Girl television program, built in Ruby on Rails using Devise, Faker, and SendGrid gems to share public and private quotes.

- Created standard and premium accounts using SendGrid gem
- Implemented parallax effects for a more engaging user experience

EDUCATION

Web Development Program — Bloc.io Remote Full-Stack Web Development Program - Specialized in HTML, CSS, JavaScript, React, API Development, Alexa Skill Kit. Built 6 projects from the ground up, under the weekly mentorship of industry experts.

Master's Degree in Business Administration — Baldwin Wallace University

Bachelor's Degree in Management Information Systems — Kent State University