**Sean Holmes**

Mechanicsville, Virginia

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**SUMMARY**:

Recent full-stack web development bootcamp graduate with experience in HTML, CSS, JavaScript, Python and frameworks such as Flask, Express.js and React.js seeking a full-stack developer role in Mechanicsville, VA.

**SKILLS:**Languages: HTML, CSS, JavaScript, Python, Java  
Frameworks/Libraries: API, Bootstrap, Flask, Jinja2, SpringBoot, Express.js/Node.js/React.js  
Database: MySQL, MongoDB, Mongoose  
Tools: GitHub, Office 2016/19/365, Postman, VSCode, MySQL Workbench, Spring Tool Suite, JSON, BMC Remedy, ServiceNow

**EXPERIENCE:**Wells Fargo | Tech Operations Analyst | San Antonio, TX/ Glen Allen, VA December 2006 - June 2022

* Provided Tier 1 help desk support for multiple Lines of Business, both in office and remotely
* Assisted thousands of customers with hardware and software issues via phone and chat support
* Educated customers on proper use of hardware/software to efficiently manage their time and responsibilities
* Fielded an average of 30 to 60 phone and/or chat interactions per day to resolve or escalate customer problems
* Achieved high first call resolution rate for customer problems
* Advised coworkers and responsible team members as Subject Matter Expert to keep internal knowledgebase up to date
* Documented customer concerns in Remedy ticket system and ServiceNow
* Performed proper risk management of company and customer information
* Provided password support for customers
* Assisted customers in creating and following up on requests for required services and software
* Supported Messaging team with Exchange/Outlook and add-ins such as CRM, email encryption, efax services, creating and managing Distribution Lists and Shared Mailboxes
* Supported Messaging team with IM and Meeting tools such as Skype and Zoom

**EDUCATION:**Coding Dojo | Full-Stack Developer Certificate | Remote    August 2022 - Nov 2022

* Completed a 14 week, 560 clock hour, full-stack software development bootcamp specializing in Web Fundamentals, Python, JAVA, MERN
* Spent over 1000 hours on intensive coursework via the Learn platform and through instructor-led lessons covering all phases of project development of full-stack applications including building, testing, debugging and deploying