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7108 Glenfield Ln,
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Skills

- HTML & CSS
- SASS / SCSS
- Javascript
- React
- Angular
- Git & Github
- GraphQL
- REST APIs
- FIGMA
- Page Speed

References

Adria Murphy

Implementation Engineer Team Lead,
Searchspring

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Tina Towers

Director of Customer Support,
Searchspring

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Evan Crumpecker

Frontend Developer

Experience

2022 - Present

Searchspring | Remote

Support Engineer Contractor

- Provide frontend development and web application support for over 1300 Enterprise level E-Commerce websites.
- Provide rapid response support for high stakes, time-sensitive issues.
- Work with design agencies to implement FIGMA mockups / designs in proprietary AngularJS and React web applications.
- Provide specialized support for a suite of E-Commerce products, including Search, Navigation, Recommendations, and Merchandising.

Utilize a deep understand of Searchspring's software, as well as the underlying web development technologies, to facilitate communication between internal and external stakeholders in order to achieve best in class customer support.

2021 - Present

Ritual Pursuits | Chattanooga, TN

Shopify Developer

- Provide ongoing support for Ritual Pursuits.
- Created custom Shopify themes and integrated 3rd party apps.
- Implemented functionality to support both wholesale and retail customers.

Created user groups and template logic to hide wholesale prices from retail customers, and implemented custom design elements where desired. Implemented custom data lookup via REST API for 3rd party review provider application, and wrote a script that pulled product reviews from multiple reports in Etsy, and synced them to the Shopify store. Helped customer achieve all key business goals.

2018 - 2021

Searchspring | Remote

Support Engineering Team Lead

- Touched over 7,000 support tickets with an average Customer Satisfaction rating of 98%.
- Led the support team through a merger, which almost doubled our customer base, and grew the support team from 3 to 9 team members, while solving between 400 - 600 support tickets a month as a team.
- While acting as the support team lead in a remote work environment, my team met all monthly KPI's, which were based on response time, ticket volume, and customer satisfaction.

Demonstrated adaptability as the company rapidly grew from a small, 25-person startup to a medium-sized company with over 130 employees. Trained and mentored new support engineering hires, and created onboarding processes for the support team.

2014 - 2018

Searchspring | Hybrid, Colorado Springs, CO

Support Engineering Team Lead

- Created functional and responsive web applications for Searchspring's suite of E-Commerce products.
- Re-created FIGMA mockups and design files in Searchspring's AngularJS and React applications
- Tested and implemented a new AngularJS based integration to replace an older jQuery based integration.
- Single-handedly tested and migrated hundreds of customers from an older backend to a new backend.

Worked directly with hundreds of Enterprise level clients to implement their designs and custom functionality with Searchspring's software. Facilitated growth of customer base by providing world-class software integration support while filling multiple roles in a fast-paced environment.