STEPHEN BEITER

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SUMMARY

Web Developer with over 12 years of experience in IT and customer service. Recently completed a full-stack web development bootcamp through UC Berkeley, where over 200 classroom hours were devoted to hands-on programming and 800 hours to writing code. Effective at combining creativity and problem solving to build high-quality services and responsive web applications. Intuitive frontend designer with a passion for collaborating on projects that will have a positive social impact. Known among peers for a friendly, empathetic demeanor and excellent communication skills no matter the complexity of the project.

TECHNICAL SKILLS

Languages: HTML (Handlebars), CSS (Bootstrap, Materialize, SCSS), Javascript (Es6, Node, Express), React (class-based and functional components), Typescript, Databases (SQL, MongoDB, GraphQL)
Applications: Microsoft Windows, macOS, Git, Microsoft Office Suite, Adobe CS
IT: Networking, hardware customization, management, troubleshooting, and repair

PROJECTS

Potluck Planner | github.com/stephenbeiter/potluck-planner | potluckplannertest.herokuapp.com
A web application that allows the user to create, organize and invite guests to a potluck dinner party.
- Collaborated with a team of 3 developers throughout all phases of the development lifecycle using Agile methodology.
- Created wireframes, site architecture, and functional UI components from design mockups.
- Backend development using Javascript, Typescript, Express, MongoDB, Mongoose, and GraphQL.
- Thorough documentation of all code in Github.
- Presented the project to a group of 20 developers for peer review.
- HTML5, CSS3, Reactstrap, Javascript, React, Node, Express, MongoDB, GraphQL

The Private Network | github.com/stephenbeiter/the-private-network | the-private-network.herokuapp.com
A web application designed to provide a private social space for small to medium sized groups.
- Collaboratively designed, developed, debugged, and deployed application with another developer
- Developed the user interface, user authentication, and sessions.
- Created RESTful API routes using Express.js.
- Employed Sequelize to manage the SQL database.
- HTML, Handlebars, Materialize, Javascript, Express, SQL, Cloudinary API, Sequelize

Fly High | github.com/stephenbeiter/fly-high | stephenbeiter.github.io/fly-high
A web application that provides current weather conditions for flying kites based on selected location.
- Project responsibilities include: prototypes, mockups, design reviews, development, testing, debugging, usability, and continuous improvement of the web application and APIs.
- Front-end development using CSS with Bulma
- Implemented responsive design utilizing media queries and modals.
- Integrated MapBox and WeatherBit APIs.
- HTML, CSS, Bulma, Javascript, jQuery, MapBox, WeatherBit

EXPERIENCE

Customer Service Engineer Level III   January 2014 – April 2021
Xerox Corporation   Hayward, CA
Collaborated with a team of 7 service engineers to provide troubleshooting, diagnosis, repairs, and upgrades for client's Xerox machines and networks. Utilized written and verbal communication skills and best practices to improve customer service and satisfaction and to inspire all customer-facing colleagues.
Key Accomplishments:
- Coordinated effort to streamline scheduling, which resulted in increased team efficiency.
- Led team in customer satisfaction and retention metrics (9.9 out of 10) for 5 consecutive years.
- Developed procedures to optimize team workflow resulting in increased productivity.
- Simplified methods of communication with customers, which resulted in improved customer satisfaction and increased revenue through customer retention and referrals.

EDUCATION

Complete React Developer: ZTM via Udemy   July 2021
Online course designed to teach the skills to be a Senior React Developer. Final project is building a massive E-commerce app with Redux, Hooks, GraphQL, ContextAPI, Stripe, and Firebase.

Bootcamp Certificate: UC Berkeley Extension, Berkeley, CA   March 2021
A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Node, MySQL, MongoDB, Express, Handlebars, and React.

The Complete Web Development Bootcamp: Dr. Angela Yu via Udemy   July 2020
Online video course with over 55 hours of content and 25+ projects designed to give beginners the skills needed to become full-stack web developers.