

Steven Willets

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EXPERIENCE

TicketNetwork, South Windsor, CT

Nov. 2012 - Sep 2020

Front-End Developer

Mar. 2018 - Sep. 2020

Junior Front-End Developer

Apr 2016 - Mar. 2018

Primary developer for retail operations and business development, working both independently as well as part of a larger team.

- Worked individually under direct instruction of CEO and CTO with minimal oversight to complete special strategic initiatives within accelerated timelines, from within the same week to within the same day.
 - Created ticket retail websites styled and branded to match companies with an established online presence for them to demo as part of sales partnership proposals (Dept. of Defense, Bank of America, and Expedia/Orbitz).
 - Designed and built dozens of unique ecommerce sites and thousands of targeted microsites as part of an initiative to acquire more market share, sites responsible for making \$250k revenue daily.
- Completely rebuilt and became sole developer of the two most established internal retail sites, TicketNetwork.com and TicketLiquidator.com, which together generate in excess of \$60m in sales annually.
- Quickly learned and leveraged newly released ticket inventory API to develop widgets that enabled marketing partners to add e-commerce features to their web properties without coding knowledge.
- Contributed on version-controlled projects as part of a larger team of developers, using Git through Visual Studio, Azure DevOps to track work items, and Octopus Deploy for CI/CD.

Web Support Engineer III

Jun. 2014 - Apr. 2016

Web Support Engineer

May 2013 - Jun. 2014

Responsible for day-to-day help desk operations including triaging, troubleshooting, and timely resolution of support tickets, providing technical support for 1,300 unique ecommerce websites on a variety of platforms, some with 100,000-500,000 annual transactions, as well as related web and desktop applications in use by ticket brokers, online marketers, and internal retail teams.

- Quickly learned and became highly proficient with newly built in-house CMS, becoming the point person for building custom sites on the platform.
 - Tapped by CEO to design and code a new default template with built-in variations to be used by all new sites.
 - Provided a fee-based service for external clients with sites on the platform, fully customizing and branding their site according to their specifications.
 - Created self-contained, reusable feature modifications based on commonly requested items.
- Took ownership of the JavaScript-based Affiliate widgets and widget builders, tools used by more than 3000 marketing partners to pull in \$20m in sales annually for the company.
 - Maintained and improved the tools by implementing new designs, refactoring the code, expanding customization options, and extending the number of internal sites capable of being represented by the tools from 2 to 7.
- Took the initiative in consolidating and arranging all existing reference materials related to the Web Support team's duties into a singular online knowledge base and training manual, personally filling in significant gaps in the documentation.
- Mentored and gave guidance to team members, providing daily assistance without neglecting other responsibilities.

EDUCATION

Southern Connecticut State University | Master of Arts in Psychology, 2012

New Haven, CT

- GPA: 3.96/4.0

Central Connecticut State University | Bachelor of Arts in Psychology, 2009

New Britain, CT

- GPA: 3.87/4.0

SKILLS

HTML5 | CSS3, LESS, SASS | JavaScript, jQuery, AJAX | UX/UI Design | Mobile-Friendly, Responsive Design | Technical Support | Troubleshooting, Triage | Image Editing and Manipulation