STEVEN GOLDBERG

O'Fallon, MO
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Portfolio: https://stevengoldbergm.github.io/react-portfolio/

SUMMARY

Full Stack Web Developer with a background in Psychology, Mortgage Banking, Projects, and Imaging Operations. Eager to learn new things and share knowledge with others. Strives for expertise and always looks to understand the "why" behind the "how."

TECHNICAL SKILLS

Technical Languages: HTML5, CSS3, JavaScript, jQuery, Handlebars.js, MySQL 2, PostgreSQL, GraphQL, MongoDB, Express, React, Node, Bootstrap, Bulma, SASS
Applications: Git Bash, Visual Studio Code, MySQL Workbench, MongoDBCompass, Insomnia, MS Office Suite

PROJECTS

MovieMate 3.0
GitHub: https://github.com/stevengoldbergm/movie-mate-3.0
Deployed Site: https://movie-mate-3.herokuapp.com/
- **Summary:** *MERN stack application utilizing oMDB API to pull movie data and YouTube API to pull movie trailers. Users can add friends, plan watch parties, and write movie reviews.*
- **Responsibilities:** *Project planning, Front-end development, Code refactoring, Heroku launch, Heroku MongoDB Integration, Troubleshooting, and Testing*
- **Languages and Tools:** *MongoDB, Express, React, Node, Axios, Bulma, GraphQL, Apollo, SASS, JSON WebToken, BCrypt, Heroku*

Tech Blog!
GitHub: https://github.com/stevengoldbergm/tech-blog
Deployed Site: https://tech-blog-stevengoldbergm.herokuapp.com/
- **Summary:** *Message board application built using the Model View Controller design pattern. Users can post articles and comment on existing article posts.*
- **Responsibilities:** *Full application design and development*
- **Languages and Tools:** *MySQL 2, Sequelize, DotEnv, Express, Express-Handlebars, Express-Session, BCrypt, Bootstrap*

Ops Support Specialist 5

      2019 – 2022

Citi

      O'Fallon, MO

Worked with project management as a liaison and subject matter expert for the Mortgage Imaging team to develop and document procedures and implement technology changes. Monitored numerous tasks to ensure the business was in compliance with risk controls. Pulled ad hoc volumetric data reports for management.

Key Accomplishments:

- *Developed training guide for at-home workers to perform digital tasks during the Covid-19 pandemic*
- *Lead effort to refactor department procedures during a fundamental change in business software*
- *Became Subject Matter Expert and Trainer for new software to better assist with departmental transition*

Ops Support Assistant 4

      2017 – 2019

Citi

      O'Fallon, MO

Continued to lead a team of 12-24 people in Retail Mortgage Imaging Operations, but now with expanded responsibilities. Managed workflow and monitored production to ensure service level agreements were met daily. Worked interdepartmentally to update processes and procedures while meeting the needs of the larger corporation. Developed new processes and best practices to improve productivity and accuracy among staff.

Key Accomplishments:

- *Utilized online resources to learn Visual Basic for Applications (VBA)*
- *Lead testing on a new Mainframe shell (IBM Personal Communications) for the department*
- *Created multiple end-user technology solutions to improve productivity and reduce processor errors*
  - *These ranged from basic Excel data entry forms to complex programs which integrated with Citi's Mainframe systems to automate manual data entry and research tasks*

Ops Support Assistant 1

      2016 – 2017

Citi

      O'Fallon, MO

Lead a team of 12-24 people in Retail Mortgage Imaging Operations. Managed workflow and monitored production to ensure service level agreements were met daily. Worked interdepartmentally to update processes and procedures while meeting the needs of the larger corporation.

Key Accomplishments:
- *Built business relationships between multiple departments to better facilitate smooth working conditions*
- *Worked with new business contacts to develop new training materials for existing processes.*
  - *Much of the existing processor knowledge had been lost due to heavy turnover before I took on this position*
- *Documented procedures and created structured training guides for processors*
- *Became Citi Lean certified*

Document Support Specialist 1
2014 – 2016
Citi
O'Fallon, MO

Performed an expansive list of daily imaging production tasks (over 120) spanning four separate branches of business: Retail Mortgage, Mortgage Default, Banking, Retail Cards. Developed mastery of Citi's mainframe data systems for document research purposes. Developed mastery of Microsoft Office Suite

Key Accomplishments:
- *Consistently exceeded expectations in performance reviews*
- *Performed a special project as a temporary member of the Quality team, which involved building training materials and reorganize resources for new-hires on said team*

EDUCATION

Boot Camp Certificate: *Rutgers University, New Brunswick, NJ*
A 12-week intensive program focused on gaining technical programming skills in HTML5, CSS3, JavaScript, jQuery, Bootstrap, Node.js, MySQL, MongoDB, Express, Handelbars.js, and ReactJS

Bachelor of Arts in Psychology: *University of Missouri: St. Louis, St. Louis, MO*
Accomplishments: Psychology Department Chair's List, Spring Semester 2013