SURRY MOWERY

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MOTIVATED AND PASSIONATE WEB DEVELOPER with experience **building web applications** with **HTML, CSS, and JavaScript**, transitioning from a background in **technical support** and customer advocacy, searching for an opportunity to learn and grow while **developing successful products**.

EDUCATION

UNIVERSITY OF WASHINGTON   Seattle, WA
Certificate, Full Stack Development with JavaScript   2021
Certificate, Front-End Development with HTML, CSS & JavaScript   2021
Master of Science, Information Management   2011
Bachelor of Arts, Art History   2006

RELATED EXPERIENCE

PAGERDUTY   Seattle, WA
Technical Support Specialist   2022-2023
- Provided in-depth product support involving integrations, SSO configurations, and APIs.
- Used Zendesk, Salesforce and Jira for troubleshooting and communicating with customers.
- Used SumoLogic and SQL to research internal logs and databases.
- Recreated customer environments and configurations to identify points of failure.

UNIVERSITY OF WASHINGTON   Seattle, WA
Instructional Assistant, Full-Stack Web Development with JavaScript   2022
- Graded assignments in GitHub and Canvas and provided individual guided support to students.

PEOPLEPATH   Seattle, WA
Customer Success Manager   2008-2022
- Acted as primary contact for high-touch clients, managed multiple integrations involving APIs, configured new features following code deployments, and created custom pages, widgets, and emails using HTML, CSS, JavaScript and WordPress.

RELATED ACTIVITIES

Coding Projects – visit surrymowery.com to see all projects.
- **Oliver Wyman Connect homepage** – Built webpage using HTML, CSS, JavaScript and PHP and configured and styled cookie banner with OneTrust.
- **Portfolio** – Developed site with React and Sass and deployed with Netlify.
- **Wordle-ish** – Designed variation of Wordle built on HTML, CSS and JavaScript and deployed with GitHub Pages.
- **Coffee Shop site** – Built prototype site for coffee shop using Vue, Nuxt, Axios and Sass and deployed with Netlify.

Volunteer Work – providing a variety of front-end development services to charities on a volunteer basis.
- **Wordpress Developer**, Seattle Literacy
  Set up staging environment, implemented custom CSS and SEO improvements, and advise regarding plugin issues.
- **Software Engineer**, Zenativity, Inc.
  Team leader, facilitate daily standup, and set up and manage team Trello board.
- **Wordpress Developer**, Idaho Partners for Good
  Set up staging environment, implemented custom CSS and work through tickets on team Trello board.