

# SURRY MOWERY

Seattle, WA · [linkedin.com/in/surryjmowery/](https://www.linkedin.com/in/surryjmowery/) · [surrymowery.com](https://surrymowery.com)

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

## RELATED EXPERIENCE

### PAGERDUTY

Seattle, WA

#### *Technical Support Specialist*

2022-2023

- Provided in-depth product support involving 700+ integrations, SSO configurations, and APIs, resulting in 100% SLA.
- Used Zendesk, Salesforce and Jira for troubleshooting and communicating with 20+ customers daily.
- 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 25+ students over the 9-month program, while working full-time.

### PEOPLEPATH

Seattle, WA

#### *Customer Success Manager*

2008-2022

- Acted as primary contact for high-touch enterprise clients (including the largest, with a \$1M+ contract), 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](https://surrymowery.com) to see all projects.

- **Alumni Network homepage** – Built webpage using HTML, CSS, JavaScript and PHP and configured and styled cookie banner with OneTrust.
- **Portfolio** – Built with React and Sass, deployed with Netlify.
- **Wordle-ish** – Designed variation of Wordle built on HTML, CSS and JavaScript, deployed with GitHub Pages.
- **Coffee Shop site** – Built prototype site for coffee shop using Vue, Nuxt, Axios and Sass, 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 lead of 5+, facilitate daily standup, groom bug list 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.

## 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