SURRY MOWERY

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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 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