

# THORRELL TURNER

FULL STACK SOFTWARE DEVELOPER

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## SUMMARY

After over a decade in customer service, I went back to school to pursue a more meaningful career in tech in hopes of providing value as a full-stack engineer for a mission-driven company. I am confident using React & Node, as demonstrated in my experience & projects, & am interested in learning cloud development with AWS or Azure.

## EDUCATION

### BACHELOR'S DEGREE, COMPUTER SCIENCE

Old Dominion University | Norfolk, VA | 2021

## TECHNICAL EXPERIENCE

### OPEN SOURCE CONTRIBUTOR

Web Dev Path | [www.webdevpath.co](http://www.webdevpath.co) | 2023

Next.js | Javascript | HTML | CSS | Sass | styled-components | Yarn | GitHub

Web Dev Path is a project created by a team of professional developers to provide a comprehensive path for people who seek to begin their web development journey. The professional team environment taught me better coding practices, industry version control standards, and the software development cycle. My contributions included:

- Refactoring the existing code base to rely on styled-components instead of Sass.
- Fixing a site-wide issue causing the HTML to load before the styles.

## PROJECTS

### DEVJOBS | FULL-STACK WEB APPLICATION

[github.com/thorrellt/devjobs](https://github.com/thorrellt/devjobs)

React | Node.js | Express | MongoDB | Javascript | Vite | HTML | CSS | Axios | JWT | Heroku | npm | GitHub

A fictional job board website I built to bolster my abilities as a developer. The development process increased my understanding of React's lifecycle by overcoming challenges related to state management & rendering order. implemented an Agile-like approach to delivering this project by incrementally adding & releasing small features.

- Front end is a single React app using React Router that leverages Axios for more intuitive API calls.
- Back end is a REST API running in the Node.js framework that uses Express, MongoDB & JSON Web Tokens

### CARE CORNER | ANDROID APPLICATION

[github.com/thorrellt/carecorner](https://github.com/thorrellt/carecorner)

Android Studio | Java | XML | Twilio | HERE | Gradle | GitLab | LocalStack | Linux

An app to improve user safety while alone in public. This is the capstone project for my Computer Science degree. As the lead of a team of six, I oversaw semi-weekly meetings & delivered the presentation of the working prototype. We used Agile to manage the development & tracked our stories with Trello. My contributions include:

- Consuming the HERE Maps API to build the real-time map display & enable location sharing.
- Implementing audio recording & creating the file management system & playback controls.

### MC 311 NOTES TOOL | WEB APPLICATION

[thorrellt.github.io/mc311-tool](https://thorrellt.github.io/mc311-tool)

Bootstrap 5 | Javascript | JQuery | HTML | CSS | npm | GitHub

A web app I voluntarily built to assist staff members of Montgomery County's 311 office by minimizing time spent on redundant tasks. It generates notes based on the user's input & provides quick access to commonly needed information such as phone numbers & public transit data. The current user base is around 7-10 people.

- Styled primarily with Bootstrap 5 due to the simplistic requirements for the design.
- Data is stored locally & manipulated using Javascript & JQuery.

For additional projects & project information, please visit [thorrellt.com](http://thorrellt.com) or [github.com/thorrellt](https://github.com/thorrellt).

NON-TECHNICAL EXPERIENCE

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**PUBLIC INFORMATION REPRESENTATIVE**

Montgomery County | Rockville, MD | 2019 – Present

Aid residents of Montgomery County, Maryland in acquiring public information, accessing resources, & receiving county services.

- Created the MC 311 Notes Tool after recognizing redundancies when creating requests. This resulted in an average reduction in handle time of 11%.

**BILLING COORDINATOR**

BlueStar Senior Tech | Rockville, MD | 2018 – 2019

Organized the billing & collections team for a startup tech company aimed towards serving the aging & disabled.

- Crafted & rolled out new practices after identifying inefficiencies in the billing procedures. The resulting changes decreased account delinquencies by 17% in Q1-2019.
- Refined the billing coordinator role by writing nine procedural documentations for future billing coordinators.
- Organized a repeatable system to gather, analyze, & output billing & collections data. Delivered data, via a report, to the CEO three to five times per month.

**BANKING SERVICE REPRESENTATIVE**

Capital One | Laurel, MD | 2017 – 2018

Addressed user's banking & technical issues by leveraging a solution-oriented communication style to troubleshoot.

- Designed, wrote, & maintained three Intranet pages for two lines of business, using HTML, CSS, & JavaScript.
- Achieved the rank of #2 in 2017 for call quality in the department.

**RECOVERIES SERVICE REPRESENTATIVE**

Capital One | Chesapeake, VA | 2014 – 2017

Managed a six-figure portfolio of high balanced accounts, that ranged in age from one to seven years, to recoup written-off debts.

- Co-founded a committee focused on driving a digital initiative throughout all lines of business. Delivered employee training integral to the rollout of new technologies.
- Achieved the rank of #1 in 2014 for call quality in the department.

**ESCALATED CALL REPRESENTATIVE**

Capital One | Chesapeake, VA | 2013 – 2014

Handled escalated cases for customers unable to resolve their past due accounts due to experiencing extreme financial hardships, or those filing for bankruptcy.

- Elected to improve & manage the department's information board, which included the development of monthly presentations to the leadership team about the department's performance.
- Obtained the 6th highest agent score, a metric measuring overall performance, within the unit in 2013, which contributed to 2nd promotion in 2014.

**COLLECTIONS AGENT**

Capital One | Chesapeake, VA | 2012-2013

Engaged with customers to negotiate effective financial solutions to resolve past due accounts, resulting in over \$117,000 dollars collected.

- Ranked in the 90th percentile in dollars collected in the department in 2012, leading to a promotion in 2013.