THORRELL TURNER

FULL STACK SOFTWARE DEVELOPER

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SUMMARY

After working in customer service for over a decade, 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 and Node, as seen in my projects below, and have an interest in learning cloud development with AWS or Azure.

EDUCATION

BACHELOR'S DEGREE, COMPUTER SCIENCE   Old Dominion University | Norfolk, VA | 2021

PROJECTS

DEVJOBS | FULL-STACK WEB APPLICATION   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 and rendering order. implemented an Agile-like approach to delivering this project by incrementally adding and 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 and MongoDB.
- Uses JSON Web Tokens (JWT) to track user access and sessions, and Bcrypt to hash data in the database.

CARE CORNER | ANDROID APPLICATION   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 and delivered the presentation of the working prototype. We used Agile to manage the development and tracked our stories with Trello. My contributions include:

- Consuming the HERE Maps API to build the real-time map display and enable location sharing.
- Implementing audio recording and creating the file management system and playback controls.
- Building the UI and logic for the panic button feature to notify contacts and store all data from an incident.

MC 311 NOTES TOOL | WEB APPLICATION   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 and provides quick access to commonly needed information such as phone numbers and public transit data. Amongst the 7-10 person user base, the average handle time dropped by approximately 11%.

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

For more projects and information, please visit thorrellt.com or github.com/thorrellt.

NON-TECHNICAL WORK EXPERIENCE

PUBLIC INFORMATION REPRESENTATIVE   Montgomery County | Rockville, MD | 2019 – Present
Aid residents of Montgomery County, Maryland in acquiring public information, accessing resources, and 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 and collections team for a startup tech company aimed towards serving the aging and disabled.
- Crafted and 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, and output billing and 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 and technical issues by leveraging a solution-oriented communication style to troubleshoot.
- Designed, wrote, and maintained three Intranet pages for two lines of business, using HTML, CSS, and 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 and 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.