

# Trevor Horsley

## Objective

Obtain a Web Development position at a company that allows me to use my current technical knowledge and experience while continuing to grow my skills and professional experience.

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## PROFESSIONAL EXPERIENCE

### Technical Support Representative Concentrix, Daleville IN

03/2015 – 01/2020

#### Tasks

- Provided on-call support for critical device issues related to hardware and software issues.
- Conducted in-depth product and issues resolution research to address customer concerns.
- Wrote and reviewed tickets to request maintenance to various types of equipment.
- Engaged end users and answered questions via email, phone and website live chat.

### Technical Support Representative Manpower, Muncie, IN

02/2014 – 03/2015

#### Tasks

- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Broke down and evaluated user problems using personal expertise and probing questions.
- Answered incoming calls from residential and small business customers on hardware and software products.

## EDUCATION

### High School Diploma Daleville Jr-Sr High School

01/2007 – 05/2011

Daleville, IN

### Web Development Eleven Fifty Academy

01/2020 – Present

Indianapolis, IN

## SKILLS

HTML

CSS

Javascript

APIs

DOM

Firebase

Github

Node.js

Express.js

Postgres Database

Postman

Sequelize

Bootstrap

Heroku

## PERSONAL PROJECTS

### Skate Spots

- <https://skatepark-client.herokuapp.com/>
- Utilized React.Js front end Node.Js backend.
- Allows users to sign in and add to a collection of skate spots.
- Able to Create, Read, Update, and Delete resources.
- Deployed with heroku

### Weather API

- <https://th-weather-api-35b45.firebaseio.com/>
- Utilized HTML, CSS, Javascript to create a website that allows the user to get the current weather for the selected city.
- Deployed with Firebase

### Farmgistics

- <https://farmgistic.herokuapp.com/>
- Utilized React.Js front end Node.Js backend.
- Deployed with heroku
- Farmgistic holistically serves local farmers markets by giving them simple tools to keep customers and vendors informed. The core of the application is the mapping function, Market Managers are able to use an intuitive drag and drop interface to select which vendor booths will be at their market, and place them on a simple map. Users can view this map to be better prepared for what to expect at the market.