

TRACEY BEARD

SOFTWARE ENGINEER

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Curious and driven software engineer with a background in cybersecurity, technical project coordination, and customer service. Proficient in full-stack web development with experience in JavaScript, Python, React, Flask, and Express. Skilled in quality assurance and user-focused development, with a passion for continuous learning and problem-solving.

Technical Skills: JavaScript | Python | Flask | React | Express | Redux | PostgreSQL | SQL | Git | Docker | JSON | HTML | CSS

Relevant Skills: CI/CD | SDLC | Strong Communication & Collaboration | Customer Service | Agile Methodologies

PROJECT EXPERIENCE

PIZZAREADS | JavaScript | Express.js | Sequelize | React | Redux | PostgreSQL [Github](#) \\ [Demo](#) \\ [Live](#)

- Developed Redux actions and reducers to manage user progress and coupon data within React components.
- Implemented Google Books API for an enhanced user experience (UX).
- Built a secure coupon management system using RESTful API design to ensure secure user authentication.
- Designed an intuitive search bar to streamline user access to book information and improve overall navigation.

THE PAW | Python | Flask | SQLAlchemy | React | Redux | PostgreSQL [Github](#) \\ [Live](#)

- Built search features and user interfaces using Flask and React with RESTful API endpoints.
- Integrated Google Maps API to enhance user experience and streamlined search functionality.
- Managed AWS-based image uploads and conducted code reviews to improve project quality.
- Enhanced search functionality with advanced filtering and sorting options to improve user navigation and experience.

WORK EXPERIENCE

GLOBAL LINKING SOLUTIONS | *Project Coordinator* | Remote **October 2022 – Current**

- Coordinate repair project activities, achieving a 95% on-time completion rate.
- Troubleshoot and resolve IT-related issues, demonstrating technical knowledge and problem-solving skills.
- Increased project transparency and accountability using ServiceNow to track repair progress, document, and create reviews.

ONESUPPORT | *Customer Service Representative* | Remote **June 2018 – October 2022**

- Provided primary customer support to 60+ clients daily, achieving a 95% satisfaction rate through efficient issue resolution and communication.
- Reduced client costs and improved retention through effective problem-solving.
- Crafted comprehensive training materials and mentored 5+ new team members, resulting in a 20% increase in departmental efficiency and contributing to improved team cohesion and success

EDUCATION

Western Governors University \\ Bachelors of Science in Software Engineering **Expected June 2026**

- Pursuing a comprehensive degree focusing on Java and advanced software development concepts.

App Academy \\ Full Stack Web Development **May 2024**

- Intensive boot camp covering full-stack web development, including JavaScript, Python, React, and Flask

Lone Star College \\ Associate of Applied Science in Cybersecurity | CyFair, TX **May 2021**

- Completed coursework in cybersecurity fundamentals, network security, and risk management