Trenton Wahr | Software Engineer

Boston, MA | 231-233-0294 | trentwahr@gmail.com | [GitHub](#) | [Portfolio](#) | [LinkedIn](#)

I am a creative-minded full-stack web developer that values intuitive design. My theatre and customer service background provides me with the skills to adapt to any situation and work well on any team. I am very detail-oriented and pride myself in cultivating new skills quickly.

SKILLS

- **Programming Languages:** Python3, JavaScript, HTML, CSS, React.JS, Python3/Django
- **Frameworks and Libraries:** Node.js/Express, Mongoose
- **Database:** MongoDB, PostgreSQL
- **Tools/Other:** Git, GitHub, RESTful APIs, Docker, MERN Stack, Intercom, JIRA

PROJECTS

- **War** | April, 2023 – Built with JavaScript, HTML, CSS | [GitHub Repository](#) | [Deployed Link](#)
- **Long Plays** | April, 2023 – Built with Express, Mongoose, JavaScript | [GitHub Repository](#) | [Deployed Link](#)
- **Magnolia** | May, 2023 – Built with React, Express, JavaScript | [GitHub Repository](#) | [Deployed Link](#)
- **Hotdog Hunter** | June, 2023 – Built with Django, Python, Docker | [GitHub Repository](#) | [Deployed Link](#)

EXPERIENCE

Technical Support Specialist | Unite Us | Remote | May, 2024 – Current
- Assist users with technical needs, troubleshoot issues, and triage problems effectively using JIRA for ticketing.
- Collaborate with cross-functional teams by developing side projects that automate routine tasks and improve internal processes.
- Utilize Intercom to communicate with users, ensuring prompt and effective resolution of technical issues.

Store Support Supervisor | Whole Foods Market | Boston, MA | August, 2023 – May, 2024
- Manage a dynamic team, fostering a culture of excellence in customer service and operational efficiency.
- Successfully onboard and train new team members, ensuring a seamless integration into our customer-centric ethos.
- Proactively troubleshoot Point of Sale system issues.

Customer Care Associate | Plymouth Rock Assurance | Boston, MA | September, 2022 – March, 2023
- Assisted independent insurance agents and customers across six states with billing and technical issues.
- Handled over 40 calls a day while consistently exceeding expectations of processing requests.
- Selected to start training new associates in the role after three months.

EDUCATION

Grand Valley State University | Bachelor of Arts in Theatre | Allendale, MI
General Assembly | Software Engineering Immersive Fellow | Remote
Completed 420 hours of instruction in JavaScript, Python, MongoDB, Node, React, and other tools