# ANDREW KEISER

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Portfolio: <https://andrewkeiser.herokuapp.com>

## **PROFILE**

## Motivated software developer, tech-professional, and problem solver with a background in troubleshooting and big data. Experience with analytical thinking, project management, strong team skills, and excellent verbal and written communication ability. Comfortable in high-pressure, time-sensitive situations. Able to resolve conflicts between parties in a professional environment to harness productivity and positive business relationships. Willingness and ability to learn and takes pride in producing high-quality work.

## **TECHNICAL SKILLS**

### Technologies

HTML, HTML5, CSS, Git, JavaScript, jQuery, Bootstrap, AJAX, Web APIs, Third-Party APIs, Server-Side APIs, Node.js, Object-Oriented Programming, Media Queries, JSON, React.js, Progressive Web Applications

### Concepts

Wire-framing and User Interface Development

### Programs & Tools:

Jira, Salesforce, ServiceNow, Adobe Creative Suite, WordPress, cPanel, Web Hosting and DNS, Active Directory, Command Line, Terminal

## **P****ROJECTS**

**Video Streaming Application**

*Allows users to live broadcast events and collect money from their viewers.*

Technologies: Node.js, Express.js, Heroku, React.js, MongoDB, Apollo, GraphQL, Socket.io, Stripe,

Repo: https://github.com/Demo-Day/team-stream

Deployed: https://team-stream-demo.herokuapp.com/

**Invoicing System**

*Allows businesses to keep track of and send invoices to their clients, projects, and invoices.*

Technologies: Node.js, Express.js, mySQL2, Sequelize, connect-session-sequelize, Handlebars, Nodemailer, Heroku

Repo: <https://github.com/webdev410/invoice-system>

Deployed: <https://invoice-tech.herokuapp.com/>

**Note Taking App**

*Example of a full CRUD application. Users can create, read, update and delete data.*

Technologies: Node.js, Express.js, Heroku

Repo: <https://github.com/webdev410/notes-app>

Deployed: <https://salty-fortress-76405.herokuapp.com/>

**CMS-Style Blog**

*Full-Stack Example of a blog that allows users to make posts and comment.*

Technologies: Node.js, Express.js, Heroku, MySQL, Sequelize

Repo: <https://github.com/webdev410/blog>

Deployed: <https://secure-spire-42375.herokuapp.com/>

**Employee Tracker**

*Backend Application that interacts with a MySQL database via the command line.*

Technologies: Node.js, Express.js, Inquirer, MySQL

Repo: <https://github.com/webdev410/employee-tracker>

**eCommerce Backend**

*This is a CRUD application that can be used to interact with a database. The relational database includes products, categories, and tags, all of which can be updated using Insomnia or a similar application.*

Technologies: Node.js, Express.js, MySQL

Repo: <https://github.com/webdev410/ecommerce-backend>

**Team Profile Generator**

*This application allows the user to generate an HTML page from the command line.*

Technologies: Node.js, Express.js, Inquirer

Repo: <https://github.com/webdev410/team-profile-generator>

## **EXPERIENCE**

**GoDaddy** – Hosting Sales & Support – *Gilbert, Arizona*  2020

Converted inbound support calls related to website hosting and WordPress into sales revenue.

Achieved 114% of Net New Sales Goal

Top of Training Class in Gross Sales

Consistently told I provided the best customer experience they’ve ever had

**Inserso Corporation** – Technical Support Representative – *Gilbert, Arizona*  2020

Supported The Department of Homeland Security and U.S. Immigrations & Customs Enforcement with technical issues.

Obtained Federal Government Security Clearance

**Zona Road –** Manager, Booking Agent and Production Manager – *Mesa, Arizona*  2015-2019

Booked shows and negotiated contracts. Negotiated pay increases at all venues. Expanded reach to mid-sized venues in Colorado, Nevada, New Mexico, and California

Coordinated travel logistics, equipment rentals and communicated technical needs to the staff at venues.

Programmed and executed a top-notch live performance that dominated our market for 5 years

Grossed over $100,000 for 3 years in a row

Managed personnel

**Ticketmaster –** Product Support Specialist – *Scottsdale, Arizona*  2015-2018

Supported proprietary software and hardware provided by Ticketmaster to client box offices and employees.

Single-handedly supported the US and Canada on Sunday evenings for 2 years.

Trained new hires.

Technical Responsibilities: Network Administrator, Server Management, ODBC Configurations, VPN provisioning and installation

Used Zendesk, Salesforce and Jira to fulfill support requests and tickets

## **EDUCATION**

### The Johns Hopkins University: Baltimore, Maryland Graduation: November 4, 2021

#### Certificate of Full-Stack Web Development at The Johns Hopkins School of Engineering

Completed a 24-week bootcamp covering both front-end and back-end development.

Academic Average - A+

### Arizona State University: Tempe, Arizona Graduation: Decemeber 2014

#### Bachelor of Arts: English (Creative Writing)

Selective and specialized program focusing on Creative Writing