Zach Heckert

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SUMMARY

Familiar with basic HTML, CSS, and JavaScript. Currently developing a working understanding of the MERN (Mongo, Express, React, Node.js) stack. I love working with and learning from others as a team.

SKILLS, TOOLS, AND PROFICIENCIES

Web Development

JavaScript, ES6, HTML, CSS, RESTful APIs, AJAX/HTTP, Axios requests, Git, MERN Stack

Design/Creative

Adobe Illustrator, Adobe Photoshop, illustration and design (digital and traditional), logo design, Adobe Audition, voiceover recording and performance

Leadership /Customer Service

Verbal and written communication, punctuality, integrity, ability to work as part of a team and individually, keeping commitments, follow-through, client relations, customer service

DEVELOPMENT PROJECTS

Pokémon API Project (view on GitHub)

This XMLHttpRequest object pulls a massive list of Nintendo's Pokémon and renders it to the page.
Utilized Axios to simplify the process of accessing data from an API to improve efficiency, it was helpful to see how an XHR request functions with basic JavaScript.
- Made with HTML, CSS, and Ajax in JavaScript

Weapon Randomizer (view on GitHub)

This function will assemble a fantasy weapon from a pool of various terms, prefixes, and suffixes.
Created the parameters, and then made a function that would pick random elements from an array. From there, utilized a couple ternary operators to randomly choose between a blunt or bladed weapon archetype and corresponding data.
- Made with JavaScript

EXPERIENCE

Customer Success Representative

Blip Billboards, November 2018 – March 2020
- Utilized HubSpot CRM to monitor and maintain relationships with thousands of advertisers
- Educated and instructed clients on out-of-home (OOH) best practice principles for billboards
- Provided ongoing support and consultation for future OOH projects with Blip
- Interacted with numerous teams (marketing, design, product development, etc.) to share client feedback

Account Service Representative

StateFoodSafety, November 2017 – November 2018
- Built and maintained strong relationships with potential customers and existing clients
- Carefully analyzed client requirements to provide exceptional service and meet needs
- Created all necessary documentation to ensure organized client information
- Forecasted and tracked key account metrics with HubSpot CRM

Vivint Smart Home Customer Care Expert

Vivint, August 2017 – November 2017
- Offered extraordinary customer service to Vivint clientele over the phone
- Troubleshot client security systems and resolved issues however possible
- Managed sensitive customer account information for an optimal experience

Graphic Designer

Boostability, November 2015 – August, 2017

- Created and redesigned more than 400 logos to showcase client's branding
- Created website mockups for SMBs
- Created and manipulated images and graphics using Sketch, Adobe Illustrator, and Photoshop to create SEO-friendly designs

Voiceover Professional
Various, 2011 - Present
- Work with 10+ clients to provide voiceovers for a broad variety of projects (some under NDA). I record all audio in a treated space using Adobe Audition, and can do basic mastering should the client request it

EDUCATION

Full-Stack JavaScript Web Development Certification, V School
2020
HTML, CSS, JavaScript, MERN (Mongo, Express, React, Node.js) Stack

Bachelor of Science, Utah Valley University
2011-2016
Art and Visual Communication

Associate in Applied Science, Utah Valley University
2011-2016
Digital Communication Technology