Zach Heckert

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SUMMARY

I develop with HTML, CSS, and JavaScript and 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

URL Shortener (view on GitHub)

This was an exercise in interacting with APIs. Upon pasting a link and submitting, the project will ensure that the URL is encoded properly and then process the link with GooLNK's API, returning a condensed version of your input
- Built with React, Axios, JavaScript, CSS, and HTML.

Weapon Randomizer (view on GitHub)

This is a collection of JavaScript ternary operations that pull from a collection of arrays to randomly assemble a fantasy weapon. Built in React, favorite weapons can be added to a MongoDB server so you can come back to look at them later.
- Made with React, Express.js, Node.js, and Mongoose.

React To-do List (view on GitHub)

This is a to-do list built in React. You can add, edit, and delete items. Forms are handled with State and React Hooks.
- Made with React, Express.js, Node.js, and Mongoose.

EDUCATION

Full-Stack JavaScript Web Development Certification, V School
2020-2021

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

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