

Zane Prunella

Front-end Developer

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SKILLS & PROFESSIONAL AFFILIATES

- Programming: JavaScript, React, Svelte, HTML, CSS, Tailwind, SQL, PostgreSQL
- Tools and platforms: WordPress, SEO, Hubspot, Trello, Avada, Salesforce, Squarespace
- UI/UX: Experience in creating user-friendly websites
- Co-organizer: Local Software Development Group Meetup ([San Diego DEVx](#))

WORK EXPERIENCE

Technical Support Engineer (October 2023 - Current)

[Automattic](#) (WordPress.com)

- Efficiently managed and resolved over 4+ support tickets per hour on Zendesk, while maintaining high customer satisfaction
- Conducted comprehensive troubleshooting, leading to rapid issue resolutions, and significantly enhancing user experience
- Guided clients in implementing custom code into their websites, ensuring seamless integration and precise alignment with design specifications

Front-end Developer (April 2023 - October 2023)

[Fotex Labs](#)

- Led the development of 20+ WordPress websites, achieving high client satisfaction through innovative and user-friendly designs
- Collaborated closely with clients to build and update their WordPress websites using HTML, CSS, and JavaScript, delivering tailored solutions that met specific needs and expectations
- Implemented SEO strategies and design improvements, resulting in a substantial boost in web traffic and user engagement

Front-end Developer (September 2022 - February 2023)

[CarVio](#)

- Actively maintained and optimized the CarVIO website using WordPress and Hubspot, ensuring optimal performance and a superior user experience
- Partnered with the VP of Technology to develop and implement strategies for enhancing UX/UI, demonstrating strong teamwork and initiative
- Initiated and contributed to a project using Vue and JavaScript, conducting thorough testing and code refactoring to significantly improve the website's efficiency and reliability

Front-end Developer Internship (June 2022 - July 2022)

[Zeal](#)

- Developed features for a mentorship app using JavaScript, consistently delivering 1-3 new functionalities weekly
- Worked alongside Senior Engineers to innovate and implement new software features, showcasing a strong capacity for learning and teamwork
- Executed detailed testing protocols and optimized code structure, significantly improving software performance and dependability

EDUCATION

- The Complete SQL Bootcamp | Udemy (Certification)
- React - The Complete Guide (30 Hours) | Udemy (Certification)
- The Complete JavaScript Course (60 Hours) | Udemy (Certification)
- The Git & GitHub Bootcamp | Udemy (Certification)
- Full-stack Programming Class | LEARN Academy (Certification)
- AA in Liberal Arts | Santa Barbara City College