Zoltan Albert

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WORK EXPERIENCE

Smartvue (Now Johnson Controls) Software Engineer I *Aug 2016 – Present*
- Agile work environment using git, bitbucket, and Jira to create cutting edge IoT video surveillance solutions.
- Used D3 to create interactive people counting analytics, allowing surveillance managers the ability entries and exits to a facility.
- Implemented Hypervue by consuming a RESTful API, which gives a 24 hour, multi-camera surveillance summarization. Patent recently filed.

Amazon.com Customer Service *Nov 2012 – May 2015*
- Roles included Seasonal Trainer, Escalated Customer Service, Business Analyst Apprentice, and Seasonal Lead.
- Co-led weeklong customer advocacy kaizen resulting in a reduction of 56,000+ customer contacts and over $500K savings.

United States Navy, Chinese Linguist *Feb 2004 – Feb 2010*
- Top Secret / Sensitive Compartmented Information security clearance.
- Created training database for Hawaii Signals Intelligence Directorate's 1,300 personnel, reducing delinquencies of program from 35% to 5%.

PROJECT EXPERIENCE

Programming and Web Portfolio – http://znalbert.github.io/ *Dec 2015*
- Graduated from Udacity's Front-End Nanodegree.
- Projects focused on a variety of front-end skills, including: unit testing, JavaScript frameworks, object-oriented programming, responsive design, and website optimization.

Python Games and Algorithmic Efficiency *Dec 2015*
- Coded a series of fourteen Python games including Pong, 2048, Blackjack, and Asteroids for Coursera's Fundamentals of Computing.
- Analyzed algorithmic efficiency in graph theory with Big-O notation.
- Projects can be found on my github account: github.com/znalbert

PUBLIC SPEAKING EXPERIENCE

All Things Angular MeetUp Group *Mar & Jul 2017*
- Gave two tech talks to a local meetup on TypeScript and Webpack.

Amazon.com USPS Summit *Mar 2014*
- Presented customer service workflows to Amazon and USPS VIPs.
- Post summit used SQL to analyze and report on summit savings.

Course Creation, Development, and Delivery *2007 – 2014*
- Created and delivered courses for both the National Security Agency – Central Security Service, Hawaii and Amazon Customer Service.
- Certified Adjunct Trainer with NSA and Amazon Customer Service.

EDUCATION

Udacity - Front-End Web Developer Nanodegree *Jun 2016*

Coursera - Fundamentals of Computing Signature Track *Jun 2016*

Defense Language Institute - Mandarin Chinese, AA *Dec 2009*

TECHNICAL SKILLS

Computer Languages
JavaScript, TypeScript, Python, SQL, HTML5, CSS3

Frameworks/Libraries
AngularJS, React, Webpack, NodeJS, Bootstrap

Other
Git/Github, Linux, Mac OS X

OTHER SKILLS

Education & Training
Public Speaking
Course Development
Customer Service
Mandarin Chinese

AWARDS

Patent Inventor Credit
Received inventor credit for my implementation of Hypervue, a surveillance summarization solution.

Joint Service Commendation Medal
Awarded by the NSA for going above and beyond the job of a Naval Linguist.

Quarterly Top Performer
Awarded Quarterly Top Performer three times by Amazon Customer Service.