ANGEL JOURNEY

SOFTWARE DEVELOPER & SUPPORT SPECIALIST
GREATER AUSTIN AREA

SKILLS

ReactJS
JavaScript
CSS
Bootstrap
Tailwind
Sass
ReactJS
MongoDB
Mongoose
Express.js
Node.js
jQuery
AJAX
RESTful APIs
Axios
Atom
Git
Github
Trello
Jira
Canva

EDUCATION

General Assembly Software Engineering Immersive, *Remote*
June 2021
Completed four projects in a 12-week, 500+ hour training program in full-stack software engineering

Howard Payne University
December 2010
Bachelor of Arts in General Studies, with emphasis in Theatre, English, Music, and Marketing

CONTACT

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SOFTWARE EXPERIENCE | MARCH 2021 - PRESENT

Common practices:
- Git and GitHub were used for version control
- Backends were built with RESTful APIs
- Troubleshooting bugs included conducting research via Google and Stack Overflow as well as requesting feedback from peers and mentors

Project Portfolio:
- **diversify** *(team project)*
  - This application focuses on improving diversity in the workplace by providing resources for both users and companies to create comfortable, diverse, and inclusive environments.
  - Utilized: ReactJS, HTML, CSS, Tailwind, EmailJS, Express, MongoDB, Mongoose.
- **GrubClub**
  - An application that allows the user to manage their planning for Potlucks they are either hosting or attending.
  - Utilized: ReactJS, Express, HTML, CSS, Bootstrap, Express, MongoDB, Mongoose.
- **devHead** *(team project)*
  - We built a developer-focused social-media application that allows the user to manage a list of posts. As the Scrum Master I used Trello to define clear goals and manage our daily workflow.
  - Utilized: ReactJS, Express, HTML, CSS, Bootstrap, Express, MongoDB, Mongoose.
- **Whim Vim**
  - An application that allows users to manage a list of their favorite hobbies.
  - Utilized: JavaScript, HTML, CSS, Bootstrap, Express, MongoDB, Mongoose.
- **Tika-Taka-Toe**
  - A soccer-themed tic-tac-toe game with authentication that allows the user to sign-up, sign-in, and play against themselves or with a friend.
  - Utilized: JavaScript, HTML, CSS, Bootstrap.

ADDITIONAL EXPERIENCE

WORDSEARCH BIBLE SOFTWARE | AUGUST 2015 - OCTOBER 2020
Sales and Support Supervisor | August 2019 - October 2020 | Remote

- Promoted to lead a team of seven Sales Agents and four Technical Support Representatives.
- Conducted both team and one-on-one meetings to effectively communicate goals and identify issues.
- Provided operational support by troubleshooting internal system issues and ordering new equipment as needed.
- Developed and implemented new sales and end-user support processes.
- Cooperated with the Marketing Team to formulate new strategies and manage our social media accounts.

Project Manager | October 2017 - July 2019 | Remote

- Promoted to work with both the Sales and Support Team Manager and the Academic Team Manager.
- Empowered the Sales and Support Team by handling elevated customer inquiries, processing special order requests, contacting customers with delinquent accounts, and overseeing employee scheduling.
- Advanced the Academic Team by filing expense reports, analyzing institutional textbook lists, and beta-testing software updates.

Project Coordinator | October 2016 - September 2017 | Remote

- Promoted to assist the Sales and Support Team Manager by analyzing call metrics, sales numbers, and product pricing.
- Exhibited our software at trade shows to prospective customers.

Customer Support Specialist | August 2015 - September 2016 | Remote

- Resolved end-user inquiries for our web-based eBook software. by troubleshooting issues via phone, email, live chat, and screen-sharing.
- Conducted payment processing, data accumulation, and provided the Software Development Team with pertinent customer feedback.

PROGRESSIVE INSURANCE | FEBRUARY 2011 – MAY 2015
Claims Contact Representative

- Managed inbound calls from customers who wanted to initiate an auto insurance claim or already had one in progress.
- Completed detailed incident reports while addressing upset customers with a steady tone that reflected a caring, positive, and empathetic energy.