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**Software/Web Developer**

# Professional Summary

Flexible and adaptable Software/Web Developer with a career history in IT operations and recent training and education in various programming languages. Offer keen attention to detail with a focus on identifying and implementing process improvements to drive efficiency and ease of use. A collaborative team player with the ability to communicate technical information to non-technical audiences in a clear, concise manner.

# Areas of Expertise

* **Programming:** Proficient in JavaScript (including NPM, Node.js, and jQuery), HTML, CSS, Git, and GitHub. Adept working with CA7, Zeke, Z/OS, JCL, and SQL.
* **IT Operations:** A subject matter expert (SME) in mainframe scheduling, batch scheduling, and system automation. Highly knowledgeable in aggregate backup and recovery support (ABARS) and disaster recovery planning.
* **Software Proficiency:** Skilled with Microsoft Office Suite (Word, Excel, PowerPoint).

# Formal Education and Ongoing Development

**Bachelor of Arts in Business and Communications**—Metro State University, St. Paul, MN

**Professional Training:**

* **Web Development Bootcamp**: Udemy (online)
	+ Completed 43.5 hours of instruction with 13 projects.
	+ Studied front-end software applications using JavaScript, CSS, HTML, and Bootstrap.
	+ Learned back-end development through completion of a “YelpCamp” project using Cloud9, command line interface (CLI), NodeJS, Express, MongoDB and Mongoose, authentication via Passport, authorization, and RESTful routing.
* **Intro to JavaScript**: EDX (online)
* **Courses in HTML and CSS**: Lynda (online)
* **CA Ops MVS Classes**: OpsXchange CA and Protech

# Professional Experience

**AMAZON: Fulfillment Ambassador—Shakopee, MN 2016—2017**

* Identified defects in orders to ensure quality inventory control.
* Trained new and existing staff members on best practices and efficient processes.

**BLUE CROSS BLUE SHIELD OF MINNESOTA: Operations Analyst—South Minneapolis, MN 2004—2007**

* Automated host systems operations using OPS/MVS to improve issue management efficiency and reduce costs.
* Reduced inefficiencies in automation code by 60% by removing unnecessary code and consolidating programs.

**ALTERNATIVE RESOURCES CENTER: Computer Scheduling Analyst—South Minneapolis, MN 2004—2004**

* Served as a SME for IBM Global Services to convert from Zeke/Zebb to Jobtrac CA11 scheduling software.
* Advanced the conversion of several applications and managed project planning issues.

**INTERNATIONAL BUSINESS MACHINES: Systems Management Integration—South Minneapolis, MN 1999—2003**

* Automated operations for the host system and converted from AF-Operator to OPS/MVS.
* Managed over a million lines of automated code to improve the processing environment for customers.
* Provided subject matter expertise for the mainframe scheduling conversion project.

**AMERICAN EXPRESS FINANCIAL ADVISORS: Staff Engineer/Analyst—South Minneapolis, MN 1993—1999**

* Provided technical leadership for the scheduling team and taught advanced scheduling methods.
* Designed a system to initiate batch flow, eliminate unnecessary handoffs, and improve time efficiency.
* Worked as an analyst on the continuous disaster recovery project.

# Affiliations

**Toastmasters:** Member