

# GENE DUNCAN

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Full stack MERN developer with a professional Web Development Certificate obtained from UNC Chapel Hill. Proven problem-solver with a keen eye for detail, demonstrated through an experienced background in Technical Support and Accounting. Eager to develop efficient, scalable, and creative technological solutions to complex issues.

## TECHNICAL SKILLS

**Languages:** JavaScript ES6+, HTML 5, CSS 3

**Databases:** MySQL, MongoDB, IndexedDB, Sequelize, Mongoose, JawsDB, MongoDB Atlas

**Libraries & Frameworks:** React, Redux, Node.js, jQuery, Bootstrap, Reactstrap, Express

**Tools:** Github, Heroku, Postman, ZenDesk, Front, Robo 3T, Handlebars, Inquirer, Jest, NPM, Excel, ClickUp

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## PROJECTS

**HockeyShop | Click to View:** [Github Repository](#) | [Active Demo \(Login info below\)](#)

- Summary: Fully functional E-Commerce store including user profiles and Admin level product/user management.
- Roles: Full stack MERN Developer (solo project)
- Tools: MongoDB, Express, React, Node.js, Redux, React Bootstrap, Mongoose, JavaScript, JWT Authentication, PayPal API, HTML, CSS
- Demo Login: Email = *admin@example.com*, Password = 123456

**Get It Write | Click to View:** [Github Repository](#) | [Active Demo](#)

- Summary: Text response generator for professional and personal communications.
- Role: Front-end developer (React, JSX, & reactstrap)
- Tools: React, Reactstrap, JavaScript, Node.js, MongoDB, Mongoose, Express, Passport Auth., HTML, CSS

**No-Brainer Trainer | Click to View:** [Github Repository](#) | [Active Demo \(Login info below\)](#)

- Summary: Displays a random workout based on chosen difficulty and tracks results.
  - Roles: Back-end Database developer, Front-end implementation of Database
  - Tools: JavaScript, jQuery, Node.js, MySQL, Express, Sequelize, JawsDB, Passport Auth., HTML, CSS, Bootstrap, Google YouTube API, HavelBeenPwned API
  - Demo Login: Email = *demo@email.com*, Password = Demo332
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## PROFESSIONAL EXPERIENCE

**Technical Support Specialist**

**ClickUp**

**June 2021 - May 2022**

**Remote**

Key Accomplishments:

- Troubleshoot and extensively tested technical issues within the application to identify bugs for clients
- Created extensive and comprehensive bug reports of issues that I identified and reproduced for the Developers
- Communicated clearly with customers to walk them through actions to resolve problems, as well as followed up to ensure the problem was resolved
- Provided timely and accurate feedback to customers while meeting volume metrics, and accomplished an excellent average CSAT rating of greater than 90% measured monthly

**Software Engineer Intern**

**Known Point Technologies**

**Mar. 2021 - June 2021**

**Remote**

Key Accomplishments:

- Built customer-facing Change Password screen using React Redux forms and integrated with backend to successfully update password in the database
- Created custom validations to check minimum password length, number usage, special character usage, and to confirm that new passwords match

- Participated in weekly team meetings to report progress, discuss issues, and determine future goals

**Finance Manager & Operations Assistant**  
**Southern Pine Woodworking LLC**

**Sep. 2017 - Mar. 2020**  
**Southern Pines, NC**

**Key Accomplishments:**

- Maintained financial data using Quickbooks Online and Quickbooks Desktop Enterprise to provide accurate and immediate access to any and all information
- Processed payables and receivables on a weekly basis, ensuring a profitable stream of revenue each week and the payment of invoices in a timely manner
- Soft closed books on a monthly basis and performed detailed analysis of the monthly financial statements to determine financial health for management
- Hard closed books annually, constructed the annual budget, and assisted the company CPA with end of year adjusting journal entries to secure the accuracy of financial records
- Tracked the flow/status of inventory and analyzed inventory demands, equipping the production manager with projections for future manufacturing needs
- Analyzed production data to determine manufacturing efficiency and worked with the team to improve our process at every level to maximize allocated resources
- Assisted with raw material acquisition and vendor sourcing to ensure competitive pricing, reducing the cost of our largest expense by 50% without diminishing product quality
- Aided with the logistics and shipping processes to make sure final products safely reached customers, which led to repeat business in the future

**Cashier**  
**Harris Teeter**

**Nov. 2015 - Nov. 2016**  
**Pinehurst, NC**

**Key Accomplishments:**

- Improved customer flow by efficiently and accurately operating the cash register, as well as aiding coworkers when needed to maintain smooth front-end operations
- Ensured an inviting atmosphere through customer interaction, both when the customers entered the store and when customers were seeking assistance
- Promoted customer retention by providing world-class customer service and always going above and beyond the customer's expectations

**Cashier**  
**Dick's Sporting Goods**

**Oct. 2013 - July 2014**  
**Aberdeen, NC**

**Key Accomplishments:**

- Kept a notably clean and presentable work area to allow for quick, skillful transactions that led to heightened customer confidence while shopping
- Gracefully handled returns and/or damaged items while placing customer satisfaction and loyalty as top priorities
- Contributed to and was part of an extraordinarily collaborative team environment where each individual effort had a meaningful impact on customer gratification

**Deli Associate**  
**Food Lion**

**Aug. 2012 - Mar. 2013**  
**Carthage, NC**

**Key Accomplishments:**

- Prepared a variety of foods according to numerous regulations and guidelines determining the exact methods for safe handling and preparedness
- Cleaned the entire Deli workspace each night and passed countless inspections with results far above the minimum sanitization standards
- Reduced unnecessary product waste by properly and effectively receiving, storing, stocking, and rotating all Deli items in a timely manner

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**EDUCATION**

**Certificate, Full Stack Web Development** – University of North Carolina at Chapel Hill, 2021

Remote

**Associate's Degree in Accounting** – Sandhills Community College, 2017

Pinehurst, NC

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*References available upon request.*