JEREMY **URIZ**
Software Engineer

Phone: 770-296-6598 ● Address: **Atlanta, GA** ● Email: jeremy.uriz@gmail.com
LinkedIn: linkedin.com/in/jjuriz/ ● GitHub: github.com/jjuriz ● Portfolio: jeremyuriz.com

Summary

Passionate front-end web developer with ten years experience problem-solving software related issues and balancing key stakeholder requirements when making decisions.

Skills

Languages & Frameworks: JavaScript, HTML, CSS, SASS, Node.js, Express, React, Bootstrap, MongoDB, Python
Management & Deployment: Git, Github
Methodologies: Agile Development/Scrum, Kanban, User Stories, Wireframing

Software Engineering Projects

Nuer Art

- Fullstack eCommerce site featuring children's artwork.
- Technologies - MongoDB, Express, React, Node, SASS

Kaleidoscope

- Fullstack personal finance application for budget comparison.
- Technologies - MongoDB, Express, React, Node, SASS

H.I.I.T.S.

- Desktop web app that helps people search tracks via Spotify API.
- Technologies - JavaScript, Node, Express, Sequelize, EJS, CSS

MathMatic

- Math game that tests and strengthens core mathematical operations
- Technologies - JavaScript, CSS, HTML

Relevant Experience

GENERAL ASSEMBLY

Software Engineering Immersive - Remote   *October 2020 to January 2021*

- 12 week, 500+ hour training program focused in Git/Github, HTML, CSS, JavaScript, React, Node, Express, PostgreSQL, MondoDB, Python, Django.

CARESTREAM DENTAL, LLC

Product Owner - Atlanta, GA   *August 2015 to July 2020*

- Responsible for taking leadership and Product Manager's vision to reality through iterative design, crafting features and user stories, and collaborating with the development team to implement user stories.
- Provide human-centered, easy-to-use, and innovative online experiences to customer pain-points for SaaS dental management software.
- Implemented highly requested software changes that improved customer experience and reduced attrition by 5% by analyzing support call generators, customer request data, and proposing changes to senior development leadership.
- Utilized User Experience (UX) methods such as card sorting, usability testing, and user interviews to validate and refine requirements and design.
- Crafted user stories with a focus on clarity and testability.
- Designed and iterated through User Interface (UI) wire frames for user feedback with Adobe XD. Final designs used as guidance to the development team for implementation and testing.
- Managed Software Development Life Cycle (SDLC) using digital kanban boards (Rally and Azure DevOps for projects, Trello for personal tasks).

Escalation Technical Solutions Manager - Atlanta, GA   *June 2014 to August 2015*

- Led SME support team. Liaison between technical support and development.
- Surpassed call answer rate from 83% to 87% in 1 year, despite call averages extending by 2 minutes, largely by designating high-performance team members to contribute hours during peak periods.
- Positive impact to service levels from 69% to 79% in 12 months, while reducing average speed of answer from 119 seconds to 72 seconds.
- Reduced negative or neutral Net Promoter Scores from 73 issues / complaints to 21, largely by defining counter-measures regarding response times and optimizing knowledge base.

Technical Solutions Manager - Atlanta, GA   *August 2007 to June 2014*

- Managed frontline technical support representatives in a fast-paced call center environment.
- Instituted recruitment process (telephone screenings, standard technical tests, and interview questions) and corrected staffing deficit by partnering with staffing agencies, expeditiously filling 10 positions, ultimately hiring 36 frontline technicians over two years.
- Increased work-ready levels from 49.3% in 2013 to 59.7% the following year by directing a series of initiatives to manage technicians activities and increase call readiness.

Education and Certifications

- *Software Engineer Immersive - General Assembly*   *2021*
- *Front-End Web Development, Code Career Academy - Online Bootcamp*   *2019*
- *User Experience Circuit - General Assembly*   *2018*
- *Certified Product Owner - Scrum Alliance*   *2017*
- *LEAN Six Sigma Green Belt*   *2013*
- *English Major - Pensacola State College*   *2004*