



TONEE YOUNG

SOFTWARE DEVELOPER

PROFILE

I'm a self-taught developer who relishes seeing my code succeed after a tricky struggle. I'm fired up & ready to start coding full-time, & I can't wait to prove what an asset I can be to a team.

EXPERIENCE

#100DAYSOFCODE & #144HOURSOFCODE

2017 - Present
Code at least 1 hour daily using self-selected curriculum to strengthen software engineering skills.

PROJECT: PERSONAL SITE/BLOG

Rails app on Heroku that I update near-daily with my coding adventures & which serves as my online home-base.

PROJECT: PEGACORN PROJECT

This code is written in Ruby & talks to Zendesk's API. It lights up an LED connected to a Raspberry Pi when our tech support team reaches certain metrics goals each day.

PROJECT: BUDGET APP

Rails web app in which users store savings goals in their profiles & enter transactions as they put money away towards their goals.

PROJECT: PONCHO WEATHER APP

Command-line app in Go that asks users for their location, then grabs lat/long from Google's Geolocation API and uses it to get weather data from the DarkSky API.

PROJECT SPECIALIST, MAILCHIMP

2016 - Present
Manage projects cross-departmentally to achieve Support Operations Department's strategic goals. Was selected as one of the inaugural two employees in this role.

CUSTOMER SUPPORT & PROICIAL MANAGER, MAILCHIMP

2014 - 2016
Guided between 5 & 11 support agents to achieve their career goals & resolve customer queries with skill, compassion, & speed. Was promoted to serve as the first manager for our top-tier technical support & social support team.

CUSTOMER SUPPORT AGENT, MAILCHIMP

2013 - 2014
Troubleshoot 50+ complex customer questions per day (often 3 live chats at a time) while maintaining 90+% customer satisfaction rating.



SKILLS

IN DAILY ROTATION

- Ruby
- Rails
- Git + GitHub
- Jira
- Hawk eye for detail
- Eagerness to learn
- Empathy for end users

CURRENTLY LEARNING

- GoLang
- PHP
- Test-driven development

ALSO IN MY PORTFOLIO

- HTML
- CSS
- Bootstrap