# KINDY TICE

## Employment

### Simple Machines Marketing
UI/UX Developer
Chicago, IL
Mar 2016 to Feb 2017

- Report directly to Director of Art & Design.
- Customize themes and plugins, build and launch custom WordPress sites according to specs by our lead graphic designer.
- Build e-mail templates and landing pages from scratch.
- Ad-hoc adjustments to existing WordPress and ASP.net websites.

### ArtVersion
Web Developer
Lake Bluff, IL
Oct 2015 to Feb 2016

- Report directly to lead developer.
- Build and launch custom WordPress websites according to design specs by our award-winning graphic design team.
- Ownership of email marketing campaign, building responsive e-mail template sent to over 15,000 addresses.

### Dev Bootcamp
Student
San Francisco, CA
Oct 2014 to Mar 2015

Strengthened my familiarity in web design while learning the fundamentals of programming, database design, test-driven development and object-oriented design. In addition to over 1000 hours of coding, I learned invaluable lessons in teamwork, pair programming and engineering empathy.

### Newton Software
Technical Support Engineer and Implementation Manager
San Francisco, CA
Aug 2012 to Sep 2014

- In company infancy handled technical support for 600+ customers and provided best practices and training for new employees.
- Worked closely with Development and Products teams in bug resolutions, product development and internal/external documentation.
- Built, designed and maintained newly onboarded customer's public-facing Careers webpages and 508-compliant job applications written in XML and reformatted into HTML.
- Guided customers through implementation process, from initial kickoffs phone calls to guided new user training.

### Betabrand
Head of Customer Service & Inventory, Web Development
San Francisco, CA
Oct 2011 to Aug 2012

- Responsible for updates and status of deployed and pre-ordered merchandise, with 2-4 new products introduced each week.
- Produced new product details in WordPress and assisted in HTML code for weekly e-mail newsletters.
- Handled customer experience through in-store visits, emails and over the phone.
- Implemented structured and documented workflow
- Trained and managed new customer service representatives.

### iStream Financial Services
Customer Care Representative, Deployment/Inventory
Brookfield, WI
May 2010 to Aug 2011

- College intern who became Customer Care's point person for all technical calls, acting as a liaison to Development team.
- In house expert on flagship product, the remote deposit capture terminals.
- Responsible for detailed inventory and troubleshooting of defective models.
- Averaged over 500 calls per month on a broad spectrum of issues.

## Projects

### SellMe.io
Inverse eBay online platform designed to empower the buyers.
Responsibilities include: Database Model Creation, Backend Testing, User Authentication, JavaScript countdown timer, Angular development, Web Design and CSS modifications.

### Timeless Films
Movie Trivia app built in Ruby Sinatra utilizing open-source iMDB API, MVC framework, jQuery, JavaScript, AJAX and User Authentication.

## Contact

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## Education

**Dev Bootcamp**
San Francisco, CA 2015

**Marquette University**
BA Communication Studies 2010

## Skills

**PROFESSIONAL SOFTWARE LANGUAGES**

HTML5
CSS3
JavaScript
jQuery
AJAX
WordPress CMS
SQL (PostgreSQL and Sqlite)
Adobe Creative Suite
MVC Framework
HubSpot CRM
Umbraco

**PROJECT-BASED SOFTWARE LANGUAGES**

AngularJS
Ruby
Ruby on Rails
ActiveRecord
RESTful Routes

**DEVELOPMENT METHODOLOGIES**

Test Driven Development
Agile Software Development
Git Workflow
Heroku Deployment
FTP Deployment

**WORK EXPERIENCE**

SaaS Software support
Leadership & Management
Experience and Comfort in diverse and fast-paced work environment

## Volunteering

City Year - Little Rock/North Little Rock, AR · Corps Member

Boys & Girls Club - Lower Brule Indian Reservation, SD · Assistant to the Grant Writer

TMYBA Concessions Stand - Mequon, WI · Owner/Operator
Provided additional revenue to the local little league while benefitting the community. Kept detailed expense history and weekly inventory