MAX GARDNER

Austin, TX | max.c.gardner@gmail.com | 832-921-6504

— A full-stack web developer with a background in various forms of writing, graphic design, and customer support —

EDUCATION

The Coding Bootcamp at UT Austin July 2017
Full-Stack Web Development Certification
Languages: Javascript

The Honors College, University of Houston Dec. 2014
BA in Journalism, BA in Creative Writing – Fiction
Summa Cum Laude

PROJECTS

Buzzkill
Battle addictive behaviors using the RAIN technique
Built on Node using React, Express, and MongoDB

Trekmate
Store all your travel information in one place
Built on Node using Express, Handlebars, and Sequelize
API integrations with FlightStats and OpenWeather

WORK EXPERIENCE

Merchant Success Representative at Cratejoy (Austin, TX) Jan. 2017–Present
- Provide non-technical and low-level technical support for subscription box owners and end-subscribers through Zendesk and live chat, including help with custom website solutions and third-party integrations, general use of the platform, and interacting with Cratejoy API
- Query company database using Periscope and MySQL to investigate technical issues
- Modify HTML, CSS, and Javascript on seller websites for system workarounds when necessary
- Open issues on company repository when a bug has been confirmed

Product Support Representative at OwnLocal (Austin, TX) Oct. 2016–Dec. 2016
Customer Support Representative Jan. 2016-Oct. 2016
- Acted as an expert on all products, primarily focusing on web builder software and SEO content management
- Contributed to establishing procedures and processes behind order fulfillment and tracking
- Investigated technical issues with software, such as data and FTP errors, and resolved independently or input in-depth tickets for further investigation
- Managed high volume customer support inbox, fielding issues and complaints within a 5-minute first response window

Associate Editor at Cram Crew, Inc (Houston, TX) Jan. 2015–Dec. 2015
Academic Consultant June 2013–Dec. 2014
- Managed editorial process for students' college application materials, including essays and academic résumés
- Designed professional and creative résumés using *Adobe InDesign, Illustrator, and Photoshop*
- Planned and created outline for a new company program to target an untapped market
- Provided guidance with English coursework as well as academic résumés and personal essays for college applications
- Independently managed and maintained relationships and schedules with my clients and their parents

Editor-in-Chief of Transitions Magazine (Houston, TX) Dec. 2013–May 2014
- Led concept and design development of UH's insider magazine for incoming freshman and transfer students
- Brainstormed and generated content and actively oversaw entire production process

ACCOMPLISHMENTS

Associate Editor of The Aletheia Journal	June 2012–Dec. 2014
Edited full-length novel, soon-to-be-published	2014
News Writer of the Year for The Daily Cougar	2012
Scholarships Recipient, Jack J. Valenti School of Communication	2012–2014