

Crystal Thibodeau

Support Developer

A highly motivated full-stack software developer with strong organizational skills who is process oriented, with the ability to bring art and energy into every aspect. With inherent leadership skills, I strive for a position that welcomes passion for creative design, and professional development.

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TECHNICAL SKILLS

Java | CSS | JavaScript | Bootstrap | IntelliJ | API Integration | Customer Communications & Relations | Paired Programing | jQuery | MySQL | SQL | Maven | HTML | Node Project Manager | Spring Boot Framework

Exposure to: React | Node.js | Jasmine | Test Driven Development | Jasmine

PROFESSIONAL EXPERIENCE

Coalfire 10/2020 - Current

ThreadFix Support Developer

Investigate environmental issues for large scale, enterprise customers and identify complex bugs while providing fixes through the Software Development Lifecycle process as well as maintaining customer relations through ticket updates, meetings, and working sessions. Has also updated integrations to provide a wider range of support and performance to directly correlate with customer needs leveraging the integrations REST API. Reports weekly status updates to necessary team members/leads and contributes to the code base for new releases of product, actively working with team members through paired programming for distinct shared product knowledge when needed.

HEB 09/2018 - 10/2020

Business Center Representative/Self-Checkout Trainer

Efficiently maintain organization of customer transactions while resolving complaints with dynamic customer service. Responsible for designing and implementing a diverse training plan for new self checkout system while driving continuous process improvement.

Soda Pops 04/2018 - 08/2018

Restaurant Manager

Managed total store employees, efficiently ordered products in conjunction with sales, and executed monthly events by coordinating with vendors and training event staff.

HEB 03/2015 - 04/2018

Acting Showtime Lead

Designed total store events and displays driving record breaking sales. Maintained department schedule and performed onboarding and ongoing training for all employees.

SITEL 06/2014 - 11/2014

Call Service Representative

Conducted inbound and outbound service calls maintaining quality call script standards.

DEVELOPMENT PROJECTS

[Full Stack Blog](#)

Developed a full-stack Java based application with a MySQL database, and Bootstrap framework design. Guest users can view posts or register in order to create a profile, submit and favorite posts, or view other users. This project was built utilizing a collaborative group environment.

[React TIC-TAC-TOE](#)

A tic tac toe game utilizing React.js that announce the users' turn, as well as the winner upon game over and disables further actions without selecting "play again".

[Pantry Chef](#)

A full-stack application that helps users find cooking recipes through a search input or category from an API. The site's main feature allows you to input your current pantry/fridge items and find a recipe based on those ingredients. Users can upload their own recipes as well, with full CRUD functionality.

[Weather Application](#)

Created this application using jQuery and custom CSS. This application uses DarkSky API in conjunction with Mapbox API, giving the user the ability to view forecasts through the map pin or search feature. Appearance showcases modern design aspects through flip cards that update accordingly with current weather.

ACADEMIC EXPERIENCE

Codeup

April 2020

Certificate of Completion

Fully-immersive, project-based, and intensive 20 week full stack Java career accelerator that provides students with 670+ hours of expert instruction in software development.