Jesse R. Schlicklin

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Education

Bachelor of Science in Computer Science

Eastern Michigan University - Ypsilanti, MI

• Earned "A" grade on senior capstone project as co-developer of a Google Chrome Extension, customized to filter explicit content from Google Chrome for IBM

Languages

Language	Level		Language	Level
JavaScript	██████		JQuery	██████
VueJS	██████		AngularJS	███░░
React	████░		PHP	█████░
MySQL	████░		SASS	██████
HTML	██████		CSS	██████
Tailwind	█████░		NodeJS	███░░

Other Skills

Skill	Level		Skill	Level
Wordpress	██████		Research	██████
Team Player	██████		Problem Solving	██████
Communication	██████		Accessibility	██████

Professional Experience

Senior Web Developer   May 2021 - Present

AcrobatAnt - Tulsa, OK

• Collaborated with the design team to transform mock-ups and wireframes into a fully functional WordPress websites.

• Identified opportunities and provided advice to improve clients' websites.

• Ensured website performance, security, scalability, and best practices.

• Conducted live training demonstrations and created training documentation to guide the client in using and managing their websites.

• Collaborated with the project team to identify and resolve any potential risks, issues, or challenges related to the project.

Frontend Web Developer
January 2020 - May 2021

24G - Troy, MI
- Developed, maintained, and expanded a variety of Vue.js applications.
- Delivered Web Content Accessibility presentations to several teams in the organization.
- Completed Web Content Accessibility audits on various web platforms.
- Integrated data from various back-end services and databases.
- Collaborated with team members, project managers, and directors on assigned projects.
- Lead website projects from the beginning of development to the launch.

Web Developer
May 2018 - January 2020

Addis Enterprises - Lansing, MI
- Provided testable, efficient, and accessible code that meets or exceeds the Web Content Accessibility Guidelines (WCAG) 2.0 standards.
- Constructed websites in Concrete5, Drupal, and WordPress.
- Delivered top-notch user experiences through a well designed user interface.
- Responsible for maintaining, expanding, and scaling various websites.
- Integrated data from various back-end services and databases.
- Collaborated with team members, project managers, and directors on assigned projects.
- Lead website projects from the beginning of development to the launch.

Technical Support Specialist
Dec 2014 - May 2018

Thomson Reuters - Ann Arbor, MI
- Regularly exceeded department goals for promoting company resources to clients, and improved customer experience by reducing the volume of simple calls.
- Provided software and technical support for UltraTax CS (a professional tax preparing application) and exceeded department productivity and customer satisfaction metrics on a regular basis.
- De-escalated frustrated and irate callers through active listening and showing empathy, and reduced manager escalation assignments.
- Researched various Federal, State and Local tax instructions to understand software calculations.
- Helped improve software through concise and descriptive communication with the development team on the company repository.

Department Manager
Dec 2007 - May 2015

McDonalds - Brighton, MI
- Ensured a clean, safe and friendly working environment for all team members.
- Conducted analysis of guest satisfaction and held monthly meetings regarding goals.
- Provided coaching and direction to improve employee performance.
- Acted as both Kitchen and Guest Service Manager concurrently.