

# Dan Clair

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## Full Stack Software Developer

I've been working in the technology field for over 8 years, including Customer Service, Technical Support, and Help Desk roles. I have recently expanded my skills into Full-Stack Development, and I'm looking to jump in head first. All of my past experience has brought me to a point where I'm compassionate, thoughtful, and in tune with the people around me. This helps me use my technical knowledge to greater effect, as I can come at a job or a problem from the technical side and the human side together.

## Skills

**Technical:** Ruby, Rails, JavaScript, Vue.js, HTML, CSS, PostgreSQL, Git, Testing, Pair-Programming, Object-Oriented Programming, APIs, Bootstrap

**Additional:** Jira, Final Cut Pro, Teaching

## Experience

### Actualize | Web Developer

January 2020 - May 2020

- **Capstone Project - ElectrifyMe:** personally built a social app to connect both owners and non-owners of electric cars. Meetup events can be created where people can come together to talk about, look at, and even drive others' electric cars, with the purpose of sparking excitement for this form of transportation
  - **Languages used:** Ruby, Rails, JavaScript, Vue.js, HTML, CSS, Bootstrap
- **Bootcamp:** Learned fundamentals and best practices in full-stack web development in areas of project architecture, backend, frontend, and how to effectively self-teach new technologies
  - Generated technical requirements and determined the most effective solutions, created wireframes, designed schema, and researched outside resources
  - Built and tested the backend, incorporating external APIs
  - Created pages and routing, made web requests to retrieve data, formatted and styled results, incorporated libraries and themes

### Jellyvision | Helpdesk Associate

May 2016 - January 2020

- Handled 35+ employee requests daily to fix tech issues that disrupted their work
- Led an upgrade overhaul of 50 conference room video-conferencing computers to improve their performance and avoid lost time in meetings
- Maintained telecommunications equipment in meeting rooms to ensure everything worked properly
- Installed employee tech equipment at the desks of over 300 new hires
- Processed hundreds of computers each year for reuse by employees or for recycling purposes
- Trained every new hire in essential IT systems and processes over a 3 year period
- Recognized for exceptional helpfulness by our CEO and other C-level executives

**DNAInfo.com | Helpdesk Associate****June 2015 - April 2016**

- Maintained inventory of all tech equipment for asset management and loaning to employees
- Installed brand new VOIP phone system to entire office of 50+ local employees
- Carried out daily tech troubleshooting for employees spread across 5 different cities
- Acted as main point of contact for IT when the CEO worked from our office
- Expanded my own technical skills relating to computer networking, Windows environments, and remote troubleshooting

**Apple | Genius****February 2011 - June 2015**

- Accommodated dozens of technical support customers daily
- Educated customers on the proper usage of their Apple devices
- Repaired hundreds of Mac computers and iPhones per year
- Smoothed relations with distressed customers as we worked to find a solution to their tech problems

**Education****Evangel University | Bachelor of Arts in Theology, Minor in Theatre****2007**