**Scott Shetley**

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**SUMMARY**

Software engineer with a proven ability to adapt in both self-starting and collaborative work environments while staying focused on achieving high quality results under strict deadlines. This quality and results-based approach drove me to design a rules engine that was ultimately applied to 40M+ American Express emails. As a life-long learner, eager to continuously grow my technical acumen, I worked through 1000+ hours of coding bootcamp structure wherein I learned and sharpened my JavaScript, Node.js, React, Redux, HTML and CSS skills. I am now eager to obtain a challenging position at a prestigious company that will expand my learning and build upon my skills as a developer.

**EXPERIENCE**

**American Express - Software Engineer Phoenix, AZ** 2019 - 2020

Developed and designed software applications, translating user needs into systems architecture. Assessed and validated application performance, integration of component systems, and provided process flow diagrams. Tested the engineering resilience of software and automation tools. Assessed and incorporated user story analysis to optimize software solutions.

* Developed solutions to 25+ production tickets per week by automating conversion of alerts into code. Handled all interactions from ServiceNow and the salesforce marketing cloud to ensure all emails were being sent out by tracing down the Splunk logs; reported the process and outcome to the team to ensure issue visibility.
* Upgraded 4+ Java servers that were impacting production email by creating change management tickets, working with the testing department and following proper procedure with Blue Green deployments to ensure minimal impact to service.
* Learned and implemented Splunk dashboard which allowed the team to track down and monitor issues real-time 50% faster. Socialized the idea to implement, gaining traction with leaders and ultimately receiving approval from all stake-holders (i.e. IT, DevOps, etc.).
* Responsible for sunsetting legacy servers with outdated SFT Protocols, and with the implementation of new servers and protocols. Led collaboration efforts to establish requirements with market, business and tech teams to develop the 97 SFT rules governing all outgoing company emails.

**Woz U - Admissions Counselor Phoenix, AZ** 2017 - 2019

* Advised 350+ potential students in making the decision to attend Woz U through 13,000+ sales call interactions and an additional 300+ leads through outbound marketing and successfully met admission quotas.
* Responsible for helping students graduate, achieving 81% graduation rate by mentoring students through the program. Worked with teaching assistants to create a personalized success road-map for each student.

**PROJECTS**

**ServeBuzz -** [**https://servbuzz.herokuapp.com/**](https://servbuzz.herokuapp.com/) **Phoenix, AZ** 2019

An application to easily inform the service staff where (i.e. table number) service needed. By having an intuitive and simple frontend, all customers and staff can quickly and efficiently direct service attention. ServBuzz uses Express and MongoDB to handle and pass requests from our Javascript/React frontend.

**EDUCATION**

**Woz U** **Phoenix, AZ** 2018

Learned industry best practices and practical software development standards with a focus on HTML5, CSS3, JavaScript, jQuery, Node.JS, React, Redux, MongoDB and algorithms and data structures. I created and deployed mobile-first applications while learning new languages and frameworks.

**MILITARY**

**United States Army - 11B & 48R - E4**

Combat Lifesaver

Expert Infantry Badge (EIB)