

EVAN GENEST

Customer success engineer looking for a customer facing support role that uses Javascript, SQL, PHP, et al

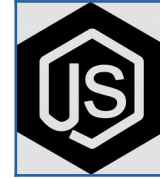
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GITHUB: <https://github.com/atom-box>

PORTFOLIO: <https://littlefurnace.com>



PROJECTS

Try out my deployed sites. They have been up for two years using Apache2 server on Ubuntu 18.04 at a Digital Ocean rack. They were built mostly as exercises at Internet deployment and hosting:

<https://pikl.us> <https://clue.school> <https://drupal.farm>

EMPLOYMENT

2020 January – 2021 April Web Developer at **OfficeSupply.com**, Madison, WI

- Wrote a Node.js server to segregate our network traffic; I went from 0 to 60 in *asynchronous* Javascript skills on that project. My server is in production handling the SFTP/FTP traffic in a stack at AWS as what Amazon calls a lambda function.
- Wrote PHP: (mostly) clean code to our PHP standards. Wrapper, Decorator, Factory patterns, Thin Controllers
- In Agile development process: spoke in daily stand-up meetings, rotated as leader of Agile Retrospectives
- Bug fixed and designed new features using MySQL, Python, Javascript, HTML, CSS
- Tested with: Sauce Labs, Cucumber, PHPUnit (run automatically by Jenkins CI/CD)

2017 December – 2019 October Customer Support Agent at **Scooter Software**, Madison, WI

- Fielded client questions about Windows / Mac / Linux (70% / 10% / 20%)
- My desktop machines were VM Linux (Arch, Debian, CentOS...), Windows 10, and High Sierra MacOS
- Knew when to escalate problem tickets up to Tier II or Tier III in the team
- Answered thirty tickets a day; handled technical questions/objections, providing solutions and workarounds to address customer needs
- Conducted technical demos
- Saw a need for *beginners* docs: wrote the entire Scooter Software Gitbook for NON powerusers
- Re-made the tutorial videos, scripted, shot, then edited using CamTasia
- Realized the need and subsequently authored the colorblind accessibility module

2006-2017 teacher in New York City and elsewhere

- Taught the computer science course in C language and a little Python.
- This experience gave me great humility, patience, and people-listening skills
- It also made me assertive: now in people situation when appropriate, I start conversations and improve the group
- Taught at: Taiwan National High School in Hsinchu Taiwan, New York Public Schools NEST+M High School, Williamsburg Charter High School, City University of New York Hunter College

2009 Hunter College Research Foundation work-study position, part time

- Wrote a data pipeline in Perl to measure probability of gene matches (bio-informatics)
- Used BASH shell scripts and Perl Regular Expressions to spot check DNA patterns

LANGUAGES USED PROFESSIONALLY

EXPERTISE (out of 10), Drupal: (4), OOP: (5), Node.js: (5), PHP: (5), Symfony: (6), CSS/HTML: (8), Javascript: (7), SQL: (8), Git: (7), Linux/BASH: (8)

LANGUAGES USED IN A CLASS OR AT LEAST A HOBBY PROJECT

C, C++, Elm, Haskell, Python

EDUCATION

Masters of Science: Chemistry, The Ohio State University

Bachelors of Science: Environmental Science, Oakland University