

# Bryn Glotfelty

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🔄    <https://github.com/bryncidently>

🌐    brynglotfelty.com

Results-driven professional with expertise in full-stack software engineering and a strong background in technical support and testing. Proficient in a wide range of technologies including HTML, CSS, JavaScript, React, Node.js, MongoDB, MySQL, and more. Adept at fostering collaborative relationships and delivering exceptional service in diverse environments. Known for problem-solving and innovation. Seeking to leverage technical skills and experience to drive success in a dynamic team setting.

## Skills & Qualifications

- Full-Stack Development Proficiency: Demonstrated skills in full-stack development, encompassing HTML, CSS, JavaScript, React, Node.js, GraphQL, and other relevant technologies.
- Agile Methodologies: Experienced in implementing agile development practices to enhance project efficiency and collaboration within cross-functional teams.
- Database Management: Proficient in database technologies such as MySQL and MongoDB, with hands-on experience in database design, implementation, and optimization.
- Problem-Solving Aptitude: Proven track record of persistent problem-solving and meticulous attention to detail in resolving technical challenges and optimizing software performance.
- Effective Communication: Strong interpersonal and communication skills, enabling clear and concise collaboration with team members and stakeholders throughout the development lifecycle.

## Experience

### **University of Denver Full Stack Boot Camp**

Nov 2023 to Feb 2024

- Intensive 3-month full-stack development program
- Comprehensive training in HTML, CSS, JavaScript, React, Node.js, Express, GraphQL, and more
- Hands-on experience with database technologies, including MySQL and MongoDB
- Proficient in version control using Git
- Developed and deployed Progressive Web Apps (PWA)
- Implemented Agile development practices and emphasized team collaboration

### **Nextech Systems, LLC**

Oct 2020 to Oct 2023

Product Support Technician

- Demonstrated expert in applications for both cloud and client server environments
- Contributed to the development and implementation of new features and enhancements, working closely with multiple engineering teams to translate client feedback into actionable improvements
- Installed and configured software for clients ensuring seamless integration and optimal performance
- Configured software according to clients' specific needs and requirements, customizing workflows and settings to optimize practice efficiency and user experience

- Maintained and troubleshooted customer environment to resolve software issues promptly and to maintain high client satisfaction and minimal downtime; facilitated best practices for daily operations within the client practices
- Collaborated closely with software development teams to identify and resolve technical issues, providing valuable insights and feedback to improve product reliability and user satisfaction
- Managed Azure environment, focused on access control, services management, and reliable data storage for clients
- Played role in disaster recovery planning and execution, implementing protocols and procedures to ensure data integrity and minimize downtime in the event of system failures or emergencies
- Provided comprehensive training and support to clients on new software features and functionality, empowering them to leverage the full capabilities of the platform and optimize their practice operations

### **Moffitt Cancer Center**

Apr 2019 – Oct 2020

Support Associate

- Became software system expert working with systems team and vendor
- Maintained consistent data quality for patient records and billing systems

### **Shipt**

Jun 2014 to Mar 2019

Implementation Lead

- Collaborated with cross-functional engineering teams to identify areas for improvement in the onboarding process, implementing enhancements to streamline operations and improve shopper satisfaction
- Played a pivotal role in new region onboarding process, facilitating the setup and optimization of store configurations for Shipt shoppers, ensuring smooth operational transitions
- Conducted comprehensive training sessions for new users, delivering hands-on guidance on the intricacies of the app, customer engagement strategies, and best practices
- Contributed to the growth and efficiency of Shipt operations by fostering a well-prepared and customer-centric Shipt shopper community through hands-on guidance and strategic onboarding processes

### **GE Transportation**

Sept 2011 – Apr 2014

Lead Technical Specialist

- Served as the technical expert for critical software applications, managing bug fix triage and prioritizing product enhancement backlog to meet the needs of key customers
- Specialized in debugging and systems administration, ensuring the seamless functionality of software applications and resolving complex issues for key clients in VMware and mobile environments
- Acted as the primary liaison between the software engineering team and key customers, facilitating effective communication regarding bug fixes, product enhancements, and new product development, ensuring alignment with customer needs and priorities
- Acquired proficiency in product technical areas, including leveraging command-line utilities and application codebase to facilitate defect correction and resolution, ensuring prompt and efficient issue resolution

- Developed and implemented a robust training program, including manuals and procedure guides, to equip field users with the necessary skills and knowledge for optimal software utilization, improving overall user proficiency and satisfaction
- Demonstrated expertise in system administration tasks, such as software setup, configuration, and maintenance, to optimize performance and ensure smooth operation across diverse environments, contributing to enhanced product reliability
- Collaborated closely with software engineering teams to drive continuous improvement and innovation, resulting in enhanced product reliability and customer satisfaction, fostering a culture of excellence and innovation within the organization

## **Technical Skills**

### **Front End**

- HTML / CSS
- JavaScript (ES6)
- React
- Bootstrap
- JQuery

### **Back End**

- Node.js
- Express
- MySQL
- MongoDB
- Sequelize ORM
- GraphQL

### **Tools**

- Git
- VS Code
- NPM

## **Professional Competencies**

- Attention to detail
- Strong communication skills
- Excellent interpersonal skills
- Mentoring
- Customer Oriented
- Quick Study
- Excellent Problem Solver
- Time Management
- Adaptability
- Creative Thinking

## **Education**

University of Denver - Full Stack Boot Camp	2024
Eastern Michigan University - Bachelor of Arts	2010