Sean Kennedy
Full-Stack Software Engineer

(248) 767-5786   sean@seanpkennedy.info   [Portfolio](#)   [LinkedIn](#)   [Github](#)   Remote/Henderson, NV

Languages   JavaScript (ES6), Python, SQL, HTML5, CSS3

Skills / Certifications   React, Redux, Git, SQLite, PostgreSQL, Node.js, Sequelize, SQLAlchemy, Alembic, Express.js, Flask, pair programming, CIW Web Foundations Associate, CompTIA A+ Certified

Projects

host-a-hound (JavaScript, Python, React / Redux, Flask, HTML, CSS, SQLAlchemy, Alembic, PostgreSQL, Render)   [Live Site](#) | [Github](#)
A site to connect folks who want to host a hound whose owners' don't want to use a kennel while they're out of town.
- Designed and deployed a RESTful backend server to track hosts and hounds in persistent online storage in a database
- Utilized Redux as a single source of truth to manage the global state of the site to prevent issues with asynchronicity and ensure future scalability

Petsy (JavaScript, Python, React / Redux, Flask, HTML, CSS, SQLAlchemy, Alembic, PostgreSQL, Render)   [Live Site](#) | [Github](#)
A group collaboration pet themed Etsy clone to demonstrate development of a e-commerce site
- Collaborated with group members to develop, design, and deploy the site's concept, features, design, user-stories, and deployment
- Developed and delivered a shopping cart which utilized the local storage API to take advantage of the capabilities of modern web browsers
- Implemented functions to manipulate the shopping cart data into strings from arrays and objects in order to access collaborators features
- Incorporated the shopping cart code into the larger project successfully

Treffenklon (JavaScript, React, Express.js, SQLite, Sequelize, Redux, HTML, CSS, Heroku)   [Live Site](#) | [Github](#)
A clone of MeetUp to demonstrate creation of a fully functioning web app
- Demonstrated full CRUD functionality to create, read, update, and delete groups and events
- Ensured customer usability with custom validations for every input field

Experience

Kelly Services, Inc.
Operations Manager-Training and Development Team   May 2018-Nov 2021
- Built and managed a remote, international team of 5 supervisors, 56 trainers, and three administrators to meet client's requirements for an employee onboarding and training program for 18 different employee technology based skill sets in a remote call center.
- Collaborated with internal and external stakeholders to assess employees' training needs and create training and development project modules
- Created and conducted evaluations, administered assessment tools, and solicited feedback to improve training course content and delivery
- Successfully managed the training of over 3,000 remote employees per year
- Developed trainer candidates into top-performing instructors
- Created and implemented an instructor recognition program
- Received the Kelly Services 2019 President's Club Award for exceeding performance expectations
- Successfully migrated learning delivery platforms (Blackboard Collaborate to Adobe Connect)
- Implemented program changes that increased learner satisfaction scores by 20% and customer satisfaction scores by 10%

Site Manager-Customer Support Operations Team   May 2015 - May 2018
- Provided support and guidance for a remote team of 8 technical support supervisors, 64 team leads, and over 1000 advisors in a remote environment.
- Motivated and inspired supervisors, team leads, and advisors towards success.
- Generated and delivered performance reports to external client stakeholders on a weekly basis
- Created user stories for the design of a Salesforce based coaching portal
- Served as the liaison between the operations team and software development team for design and development of new Salesforce based software tools like coaching portals, onboarding databases, onboarding forms
- Developed Salesforce reports and subscriptions for the operations team to track important key performance indicators (KPIs)
- Collaborated with the client's data analyst team to develop internal reports to track importantant KPIs
- Worked with peers to develop and drive initiatives such as seasonal volume surges, the introduction of new skills, and other client projects.
- Performed reviews and utilized behavior-based feedback to improve supervisor, advisor, and team lead performance.

- Consistently implemented operational policies and procedures based on business needs.
- Turned poorly performing teams into top performers
- Developed leadership candidates into top-performing team leads and supervisors
- Inspired supervisors, advisors, and team leaders to want to be successful for themselves.
- Creatively managed resources to fill gaps
- Developed and implemented tools to achieve client-based objectives and continual progress towards COPC certification
- Successfully onboarded and upskilled an average of 1,500 advisors each fiscal year
- Maintained a average customer satisfaction score of 90% for the site during high-volume release and holiday surges

Supervisor   Jan 2014-May 2015
- Provided support and guidance for a remote team of 7 technical support team leads and 100+ advisors in a remote environment.
- Motivated and inspired team leads and advisors towards success.
- Worked with fellow supervisors to achieve performance goals and other client projects.
- Performed reviews and utilized behavior-based feedback to improve advisor and team lead performance.
- Consistently implement operational policies and procedures based on business needs.
- Turned poorly performing teams into top performers
- Developed leadership candidates into top-performing team leads
- Inspired advisors and team leaders to want to be successful for themselves.
- Creatively managed resources to fill gaps
- Developed and executed a performance-based contest across multiple lines of business.
- Consistently among the top-performing Supervisors

Team Lead   March 2012- Jan 2014
- Provided support and guidance for a remote team of up to 20 technical support advisors in a remote environment.
- Motivated and inspired advisors to meet and exceed customer and client expectations for excellent performance.
- Used innovative problem solving, critical thinking, and behavior-based feedback to address client, customer, and advisor needs.
- Worked with fellow team leads to drive site-wide initiatives
- Consistently exceeded client expectations for performance
- Turned poorly performing advisors into top-performing advisors

Technical Support Advisor   Feb 2011-March 2012
- Provided an excellent customer experience while assisting with technical support for iOS and Mac devices in a remote environment.
- Participated in the new advisor Buddy pilot program as a buddy.
- Participated in the leadership development program to coach peers on being successful
- Consistently listed as a Top Advisor in the weekly report
- A Top Advisor September 2011-March 2012.

Education

App Academy   March 2023
Immersive software development course with focus on full stack web development.

Western Governors University   2010-2011
Completed courses towards a degree in Information Technology

Wayne State University   2005-2009
Completed courses towards a degree in Psychology

Michigan State University   1994-1997
Completed courses towards a degree in Political Theory & Constitutional Democracy