Luke Nemy

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RECENT EXPERIENCE

Hawaiian Airlines, Hybrid Remote — *Web Support Specialist*

Jan 2023 - Oct 2023

- Collaborate across International internal teams (IT, Reservations, etc.) conducting root cause analysis.
- Provide status updates and reports to internal customers and leadership teams.
- Collect, review and triage customer feedback from all feedback sources, including online, CSAT surveys, reservations, and CAO; identifying opportunities to improve user experience and conversion.
- I used common platforms like Jira, Microsoft Office, and Quantum Metric to collaborate with colleagues and stakeholders..

Hayes & Co, Remote — *Remote Full Stack Developer*

May 2022 - Nov 2022

- MERN stack app development w/ React 18.
- Created multiple websites for clients using Wordpress w/ Elementor Pro and Figma for prototyping/wireframes.
- Database management for Slack app.

Oceanside Web Design, Remote — *Freelance Web Developer*

Nov 2018 - Present

- Developing sites for clients using variety of website site building tools like Wordpress, Squarespace, Shopify, Etsy.

eWorld Enterprise Solutions, Honolulu, Hi — *Safe Travel Hawaii Technical Service*

November 2020 – April 2021

- Provided support for travelers using Safe Travels Hawaii Contact Tracing Program for entering the State of Hawaii during Covid-19 pandemic.
- Resolved various technical bugs and user error tickets using ServiceNow platform.

Jump Off Campus, San Francisco — *Software Engineer Intern*

October 2019 - Nov 2019

- Housing website for college students; quickly adapted Ruby/Rails framework w/o any prior experience
- Ruby-on-Rails framework upgraded from v2 to v5; integrated React, Google Maps API, Uploadcare for posting's images

Dark Heart Nursery, Oakland — *Inside Sales Rep*

February 2018 - October 2018

- Promoted within 3 months from Logistics Associate position; ran online presence for local dispensaries through Baker platform
- Oversaw inventory reconciliation using Excel; customer management with Zoho CRM; and delivery logistics with WorkWave

EDUCATION

Rithm School, San Francisco — *Full Stack Software Development*

- Full Stack Web App Development under instruction from Senior Software Engineers with 60+ years of collective development experience
- 16 Week program building apps in Node, React, Python3, Ruby on Rails

Berkeley City College, Berkeley — *A.A. Cultural Anthropology*

- Emphasis in Urban Anthropology, World Philosophies, Visual Art

Learners Guild, Oakland — *Full Stack Javascript Bootcamp*

- Apprenticeship program with Senior Software Engineers
- Project based curriculum for fundamentals of Web Development; completed projects in Node using RESTful architecture

VOLUNTEERING EXPERIENCE

Hawaiian Marine Animal Response, Honolulu, Hi — *Operations Support and Dispatcher*

November 2020 - February 2022

- Operated Endangered Species Hotline receiving calls and dispatching Field Responders around the entire Island of Oahu
- Collected essential location, behavior and health data shared with NOAA conservation agencies
- Completed 250 hours of service