

Steven Vallarsa

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Experienced professional with a diverse background in graphic design, newspaper publication, sign making, and manufacturing production, now transitioning into software development. Graduated from C# / .NET and MERN stack JavaScript web and mobile development bootcamps, and committed to continuous learning with recent training in Java, Microsoft Azure and SwiftUI. Seeking forward-looking organization to quickly grow and excel from junior into mid- and senior-level roles.

EDUCATION

- **Apple Foundation and Grand Circus** | 2023 | Swift, SwiftUI, Xcode
- **Cook Systems** | 2022 | Java, Spring, JavaScript, React, PostgreSQL
- **mThree** | 2021 | Java, Maven, Spring Boot MVC, JDBC, ThymeLeaf, REST API, MySQL
- **NuCamp** 2021 | Full-Stack + Mobile Development: HTML, CSS, JavaScript, Bootstrap, jQuery, React, React Native, NodeJS, ExpressJS, MongoDB
- **Grand Circus** | 2019 | C# .NET Software Development: OOP, MVC, APIs, SQL, Git
- **Cambrian College of Applied Arts and Technology** | Associate of Arts | Graphic Design
- **University of Toronto** | Bachelor of Science | Astronomy

CERTIFICATIONS

- **AZ-900 Azure Fundamentals** | Microsoft
- **Certified ScrumMaster** | Scrum Alliance
- **ITIL Foundation** | AXELOS
- **Salesforce Administrator** | Salesforce
- **Lean Six Sigma Green Belt** | Lean Sigma Corporation
- **Technical Writing** | Western Michigan University

SOFTWARE DEVELOPMENT EXPERIENCE

Azure PaaS Developer Support Engineer | APEX SYSTEMS | Remote | Oct 2022 – Present

- Take ownership of support cases assigned from Dynamics 365 and evaluate customers' issues and requests.
- Review information through the internal Azure Support Center software and work towards case resolution by narrowing down scope, looking through relevant documentation, querying appropriate logs, and collaborating with other support engineers to evaluate and resolve cases.
- Provide first-class customer service by meeting SLAs and supplying answers, or by requesting additional information so as to continue working towards a successful fix or answer.

L3 Application Support Engineer | COOK SYSTEMS / FEDEX GROUND | Remote | May – Aug 2022

- Managed user access, modified permissions, and diagnosed database discrepancies to ensure accurate system outputs.
- Diagnosed and corrected database discrepancies to ensure accuracy of outputs throughout internal company applications by crafting custom SQL scripts.
- Discovered root cause for database inconsistencies.

Associate Software Developer | DART CONTAINER | Remote | May – Nov 2020

- Resolved support tickets, tracked bugs, and aided in solving user issues with internal software systems in C# and JavaScript.
- Participated in daily scrums and contributed to the salesperson portal by adding an endpoint.
- Earned *Salesforce Administration* and *Certified ScrumMaster* certifications.

Web Developer | CHAMELEON POWER | Novi, MI | Feb 2020

- Modified JavaScript visual display applications to meet client needs, eliminated bugs, and addressed production tickets.

Developer I | NEXIENT | Ann Arbor, MI | Oct – Dec 2019

- Upgraded skills in backend development through C# and .NET core, database design and management through SQL, and frontend development through HTML, CSS, JavaScript, jQuery, Blazor and React.

Student Developer | GRAND CIRCUS PROJECT | Grand Rapids, MI | June – Aug 2019

- Collaborated with a team of student developers to create an air quality application from scratch using C#, .NET, and Visual Studio 2019, integrating map and weather forecast APIs to predict future AQIs.