Jason L. Biggs

jason@Jason-Biggs.com || (847) 893-9538 || St Charles, IL

Web Developer

Areas of Expertise

Wordpress Development & Customization || User Experience (UX) Design || Technical Documentation & Training
Object-Oriented Programming (OOP) || Agile Project Management || Software Quality Insurance
Plugin Development & Management || Responsive Web Design || Frontend & Backend Development

Technical Proficiencies

PHP || JavaScript || jQuery || React || Next || TypeScript || Bash || Bootstrap || Sass || SQL || Python || CSS || HTML
WordPress || AWS || Docker || Figma || Git || Advanced Custom Fields || LearnDash || Elementor || Adobe Creative

Professional Experience

Chime Financial — Remote   8/2024 - Present
Senior Software Engineer

- Collaborate with the marketing team to enhance user engagement across the Chime website, driving revenue growth through optimized digital experiences
- Troubleshoot and resolve WordPress bugs reported by users, ensuring a seamless and reliable platform experience
- Design and implement new website pages using PHP and JavaScript, incorporating modern, responsive features to improve user satisfaction
- Leverage Advanced Custom Fields to create dynamic, customizable user interfaces, streamlining content management for non-technical teams
- Develop comprehensive cross-departmental documentation to standardize workflows and improve knowledge sharing

Dealer Inspire — Remote   11/2022 - 3/2024
Software Engineer 1

- Collaborated cross-functionally to deliver impactful documentation projects, resulting in a 20% increase in project efficiency and knowledge sharing
- Conceptualized and executed innovative dealer web pages to elevate user experience and drive sales, increasing page views by 50% and lead conversion rate by 20%
- Arranged a comprehensive code review process for pull requests, emphasizing quality standards and adherence to guidelines, identifying and correcting 200+ coding issues, resulting in a 40% improvement in code quality metrics
- Designed and implemented software using PHP and JavaScript to integrate a third-party AI multilingual translation tool, which boosted dealership website engagement by 15% and reduced departmental development workload by 20%

Dealer Inspire — Naperville, IL   10/2019 - 11/2022
Full-Stack Developer

- Engineered a scalable white-label training solution built specifically for internal teams, achieving a 50% average increase in departmental learning engagement
- Constructed custom WordPress plugins integrating Google Analytics to guide training decisions, enhancing departmental efficiency by 20%
- Architected a series of Python scripts to automate the processing of departmental information, reducing the average weekly workload by 3 hours
- Implemented Agile development techniques to the training team, resulting in a 25% enhancement in workflow efficiency
- Led a cross-functional collaboration to revamp Training Team brand identity on team websites, aligning design elements and messaging, boosting website traffic by 25% and decreasing bounce rate by 15%
- Mentored a junior developer in Wordpress web development and server administration, resulting in a 30% boost in coding proficiency
- Conceptualized, engineered, and optimized WordPress platforms with bespoke themes and plugins, channeling users towards a training-as-a-service membership model that led to a 100% boost in departmental revenue

The Mx Group — Burr Ridge, IL   **2/2019 - 11/2019**
Systems Support Technician

- Analyzed market trends and conducted cost-benefit analysis for technology purchases, resulting in 15% cost savings and improved efficiency in inventory management
- Orchestrated the development and implementation of departmental procedures using Bash, PowerShell, and Python scripts, yielding a 25% enhancement in operational efficiency and a time-saving of 12 hours weekly
- Led the creation of a gamified security-training platform with interactive modules and quizzes, achieving a 50% completion rate increase and reducing security vulnerabilities by 20% within 6 months
- Developed comprehensive procedural documentation for 20+ internal processes, streamlining onboarding and training time for new employees by 50% and reducing errors by 40%

Judson University — Elgin, IL   **6/2017 - 2/2019**
Help Desk Support Specialist

- Resolved a wide range of technical issues as both level one and two help desk support, resulting in a 40% reduction in average ticket resolution time
- Directed hands-on training sessions tailored to diverse user groups, focusing on optimizing university technology utilization; saw a 40% increase in user adoption rates and a 20% reduction in IT support ticket volume
- Developed and maintained websites utilizing HTML, CSS, JavaScript, and WordPress; integrated user-friendly features that boosted customer engagement, leading to a 30% increase in online sales and a 15% growth in repeat visitors
- Orchestrated the construction, restoration, and maintenance of Mac and Windows computer systems, implementing system upgrades and repairs that led to a 15% increase in system speed and reliability

Education

Master of Science, in Education, Literacy Education — 2016 || Judson University – Elgin, IL
Bachelor of Science, in Education, in Elementary Education — 2013 || Northern Illinois University – DeKalb, IL