

ZACHARY FLETCHER

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Detail-oriented Software Engineer with experience in mobile app development and project planning. Currently responsible for implementing features assigned to me for an enterprise-level mobile app on Android and iOS, focusing on feature development, technical ticket management, and ensuring timely delivery. Actively involved in project planning, coordinating with cross-functional teams to align tasks with business goals and ensure efficient progress. With a strong background in customer success and law enforcement, I bring excellent problem-solving abilities, clear communication, and a collaborative approach to project execution, with aspirations to grow into a leadership role.

QUALIFICATIONS

PROGRAMMING LANGUAGES: C++, C#, Java, SQL, Dart

WEB DEVELOPMENT: HTML/XHTML, CSS, .NET Core, .NET MAUI, React

TOOLS & PLATFORMS: Visual Studio Code, Visual Studio Enterprise, Android Studio, Microsoft SQL Server Management Studio, Redis, Azure, AWS, Firebase, GitHub, JIRA, Confluence, Salesforce, Twilio, Nylas, New Relic, Amplitude, RabbitMQ, Beefree SDK, Opsgenie, Barracuda

EDUCATION

Western Governors University | B.S, Software Development 04/2023

- **Certifications:** CompTIA A+, CompTIA Project+

Georgia Military College | A.S, Homeland Security and Emergency Management 03/2019

Georgia Military College | A.S, Criminal Justice 04/2018

PROFESSIONAL EXPERIENCE

CDK Global

Software Engineer

09/2024 – Present

- Develop and implement mobile app features that improve salespeople's interaction with customer opportunity details, aiming to enhance user experience and operational efficiency upon release.
- Write and manage detailed technical tickets, ensuring tasks are clearly defined and deadlines are met, facilitating efficient task management and on-time project delivery.
- Work cross-functionally with product managers, designers, and QA teams to ensure mobile app features meet business requirements and quality standards, laying the groundwork for successful user adoption post-launch.
- Write and implement code for assigned features, actively complete technical tickets, and ensure proper integration with the mobile app, leading to consistent progress and timely delivery of high-quality features.
- Collaborate with a team of 5 engineers to integrate mobile app features across both Android and iOS platforms, positioning the app for a seamless cross-platform functionality and ensuring future scalability.
- Assist in project planning, manage feature prioritization, and align tasks with business objectives for the enterprise-level mobile app, driving smooth development and timely milestone achievement as the app progresses toward completion.

Associate Software Engineer

02/2023 – 09/2024

- Collaborated with a cross-functional team to develop, test, and maintain a customer management web-based application, resulting in a 10% reduction in project development time.
- Assisted in identifying and resolving software defects, reducing the bug count by 25%, improving software quality and stability.
- Participated in daily stand-up meetings, reviewing and planning expected goals and ongoing development, improving project coordination and team alignment.

- Developed an email parsing service that supports sending/receiving 100k+ emails per day, utilizing an API and SQL database, ensuring scalability and efficiency in communication processing.

Customer Success Manager

11/2021 – 02/2023

- Documented all customer success interactions, tasks, and goals in Salesforce, ensuring comprehensive record-keeping and streamlined account management, leading to improved client engagement and satisfaction.
- Conducted regular check-ins and product reviews with key clients, identifying opportunities for upsell and expansion, resulting in a \$17k+ increase in annual recurring revenue (ARR).
- Managed a portfolio of 180+ dealerships, serving as the central point of contact and fostering strong client relationships across diverse accounts, improving customer retention and satisfaction.

City of Valdosta Police Department

Field Training Officer

04/2021 – 10/2021

- Trained and mentored 3 new recruits in various aspects of law enforcement, ensuring they met or exceeded department standards, contributing to a stronger, more capable team.
- Conducted regular evaluations and provided constructive feedback to recruits, leading to a 60% improvement in their overall performance, enhancing team efficiency and readiness.
- Collaborated with training team members to refine field training methods, streamlining the training process, resulting in a more effective and efficient training experience.

Law Enforcement Officer

07/2018 – 04/2021

- Responded to emergency situations across 10 districts with a total population of ~55k, ensuring timely resolution and public safety, contributing to a safer community.
- Generated 10+ daily reports detailing crimes and department performance, ensuring 100% accuracy in documentation, improving accountability and operational transparency.
- Engaged in community outreach programs, reducing the gap between law enforcement and citizens, fostering trust and positive relationships within the community.effectiveness.

PROJECTS

Google Play Store Developer Page: <https://play.google.com/store/apps/dev?id=7474219491511567483>

FletchTechLabs

HealthStat Pro

Release Date: 11/2024

Technologies Used: Java, Android Studio, Room Database

Key Achievements: Developed an all-in-one mobile app for tracking key health metrics such as blood pressure, blood sugar, heart rate, and weight. Enabled users to generate and save custom medical reports, simplifying the process of sharing accurate health data with healthcare providers.

EasySplits

Release Date: 07/2024

Technologies Used: Java, Android Studio, Room Database

Key Achievements: Designed a user-friendly interface with multi-currency support, making it ideal for both local and international transactions.

Daily Fact Dose

Release Date: 12/2023

Technologies Used: Java, Android Studio, Room Database

Key Achievements: Built an educational app offering 25,000+ facts across various categories like history, science, technology, and animals, fostering curiosity and learning. Added a widget feature for easy access to daily facts directly from the home screen, enhancing user experience.

PocAVert

Release Date: 08/2023

Technologies Used: Java, Android Studio, Room Database

Key Achievements: Created a unit conversion app with customizable home screen tiles, allowing users to quickly access their most frequently used conversions.