

MH

# Michael Henshaw

Full Stack Developer

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Website:

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Linked In:

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GitHub:

<https://github.com/tehshaw>

A Full Stack Web Developer and Analyst with over 9 years of successful experience in consumer services and data analytics. Recognized consistently for performance excellence and contributions to success in continuous improvements. Agile and intuitive problem-solver with a passion for building a unique user experience through web applications.

## Key Skills

Individual & Team Web Development  
Communication  
Analytically driven  
Metric Management  
Leadership and Team Collaboration  
Time Management and Efficiency  
Creative Problem Solving

## Technical Skills

### Languages

JavaScript ES6+ | CSS3 | HTML 5 | SQL

### Frameworks

Bootstrap | Chakra ui | Next.js

### Tools / Applications

Node.js | Express.js | Socket.io | JWT |  
SASS | React.js | Sequelize  
Heroku | MongoDB | MySQL | jQuery |  
Handlebars | JSON | REST | Git

MS Office Suite

Advanced MS Excel

MS Visual Studio Code

Google Suite

PC Hardware/ LAN Installation

Software Installation

## Professional Experience

### Full Stack Graduate Tutor

March 2022- Present

*Develop This, LLC, Remote*

Providing support to a network of post coding bootcamp graduates and aspiring junior developers with continuing education and private tutoring sessions on editing, writing, or designing website content and evaluating code. Responsible for tutoring in code that meets industry standards, is valid, is properly structured, and is compatible with browsers, devices, or operating systems.

### Freelance Web Developer

2021- Present

*Full Stack Development, Remote*

Website and software application designing, building, and maintaining while using scripting languages, management tools, content creation tools, applications, and digital media. Editing, writing, or designing Website content and evaluating code to ensure it meets industry standards, is valid, is properly structured, and is compatible with browsers, devices, or operating systems.

### Metric Analyst

March 2014 – Sept 2021

*Liberty Mutual Insurance, Springfield, MA*

Provided direct support for Springfield, MA site leaders along with the upkeep of internal business requirements reporting tool for all Customer Service Response Centers in the U.S.

-Nominated for the Liberty Mutual Insurance's company-wide President's Award in 2016 for creation and development of the "Customer Satisfaction Tool"

- Conducted ongoing MS Excel metric reporting education classes for the Springfield, MA site leaders

- Created and maintained metric performance reports for use by all Customer Service Representatives in all U.S Customer Response Centers

- Led the gathering of business requirements and graphed ongoing changes and results for the development of the CSR comment tool

- Developed and maintained Supervisor Schedule Program in MS Excel with the use of VBA and excel macros to track and update schedules for the Springfield Response Center supervisors

### Senior Service Desk Specialist

June 2012 – March 2014

*Liberty Mutual Insurance, Springfield, MA*

Licensed in personal lines insurance for 49 states- Internally provided service desk assistance for Consumer Services Agents, guidance on best practices and website troubleshooting for external representatives.

## Education

Full Stack Web Engineer – Certification | 2021

University of Central Florida, Orlando, FL