JAMES CUTLER

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Results-driven technical professional with excellent communication skills, technical track record, high aptitude for learning, ability to quickly respond to feedback and willingness to spend time discussing details of his tasks with both stakeholders and creatives. Enjoys technical challenges as well as mentoring colleagues on his team and throughout the organization. 2020 Winner of HEART Award, recognized by Leadership Team to embody values of Humble, Empathetic, Adaptable, Remarkable, and Transparent. HEART Award winners have a huge impact on customers, Partners, and the company as a whole.

EXPERIENCE

WEB DEVELOPER, HUBSPOT
2019 - Present

- Worked with internal and external project teams to help define, build, and support websites and landing pages that work seamlessly across different devices and browsers also tackling:
  - Internationalization and Localization
  - Accessibility, performance and SEO concerns
- Partner with and influence leaders across marketing and web development
- Leveraged creative problem-solving skills to help the team bring projects in within deadlines
- Assisting with the estimation of development tasks

SENIOR MIGRATION SPECIALIST, HUBSPOT
2017 - 2019

• Served as a leader on a small team to manage website migration and template setup processes in an internal-/external-facing capacity.
• Trained customers of varying technical aptitudes on how to use the HubSpot CMS tools.
• Deployed several Python applications to automate team processes in key areas.
• Consistently applied an understanding of DNS/web servers in helping customers go live on HubSpot.
• Developed and contributed to a repository of modules and snippets used by migration technicians.
• Coached teammates in technical areas including HubL (HubSpot's native templating language), HTML, CSS and JavaScript.

DESIGNATED SUPPORT ENGINEER, HUBSPOT
2016 - 2017

• Solved and consulted on technical implementation issues in a variety of environments: HubSpot tools, the Salesforce connector, and third party/custom database integrations.
• Engineered a paginated/filterable HubDB solutions repository that served as a resource to teammates and built Python/REST API scripts to solve for unique customer use-cases.
• Developed a disengaged customer playbook, protecting MRR through proactive customer engagement.

SUPPORT ENGINEER, HUBSPOT
2015 - 2016

• 3000+ cases solved in 9 months with an overall average NPS above 90%.

• Recognized by Product Experts as a valuable resource to colleagues in the CMS-related Support Slack channels.

SKILLS

HTML/CSS	Salesforce CRM
JavaScript (vanilla and NodeJS)	Python
ReactJS	Domain Name Systems/go-live process
HubL and HubDB	Git/GitHub
Responsive Design	Chrome Developer tools
Integrations and REST APIs	Google App Engine

CONTRIBUTIONS

• Developed a module for managing a multi-lingual blog in HubSpot, and posted a tutorial about it on the HubSpot User Blog.

• Deployed a web crawler app, used by the HubSpot Migrations team, that regularly scanned delivered website/blog migration projects to check for a website domain connection to HubSpot.

• Deployed a rotator app to automate CMS Approval/Support Ticket assignment on the migrations team.

• Deployed a custom module injector, used by HubSpot migration technicians. This allowed the migrations team to enforce code consistency and quality with our offshore technicians, while reducing spending on migrations.

• Deployed several apps in use by the Migrations team, which solved for product areas that did not support migrating more than one website to a single customer account.

• Posted to the HubSpot User Blog, showcasing an application of HubSpot CRM deal automation to solve for a project management process in Migrations.

EDUCATION

SEPTEMBER 2019
UNIVERSITY OF NEW HAMPSHIRE CODING BOOTCAMP

• Full stack web development, leveraging the MERN stack (MongoDB and MySQL, Express.js, React.js, and Node.js)
• Academic average: A

MAY 2009
BACHELOR OF SCIENCE IN NATURAL RESOURCE STUDIES,
UNIVERSITY OF MASSACHUSETTS AMHERST

• GPA 3.6/4.0, National Society of Leadership and Success.
• President/Lead Guide of UMASS Outing Club.
• Managed a team of 15 people.
• Purchased recreation equipment on a $25,000 annual budget.
• Guided groups of 6-10 participants on 3-7 day backpacking trips in northern New England.