

NATHAN MCDONOUGH

Web Developer

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EXPERIENCE

Owner / Web Developer

Sound Cellar Recording

2016 - Present

- Managed end-to-end client projects from consultation through final delivery, balancing timelines, technical requirements, and stakeholder expectations.
- Built and maintained studio websites, creating and updating online content, improving user-facing presentation, and supporting business visibility.
- Coordinated project scheduling, client communication, and concurrent production workflows across multiple active engagements.
- Built, configured, and optimized custom workstations, including hardware installation, system setup, and performance troubleshooting.
- Installed, configured, and maintained software, drivers, plugins, and operating systems to support stable, high-performance production environments.
- Maintained technical infrastructure, including signal routing systems and studio hardware, to ensure reliable operation and efficient workflows.
- Delivered client-focused solutions by translating creative goals into technical execution and polished final products.

Weather Dashboard App Developer

Self

Date period

- Weather Dashboard App
- Developer Portfolio
- Dual Source Audio Player

Designated Program Coordinator

JP Morgan Chase

2012 - 2016

- Provided client support through in-person, phone, and email channels, ensuring timely issue resolution and consistent service delivery.
- Investigated client issues, identified appropriate solutions, and escalated complex cases to the correct departments for resolution.
- Trained clients on company SaaS platforms, guiding users through product functionality, onboarding, and troubleshooting.
- Created procedural and operational documentation to improve departmental consistency, knowledge sharing, and workflow efficiency.
- Maintained accurate service records and client documentation while supporting compliance with company policies and regulatory requirements.

SUMMARY

Web developer with hands-on experience building responsive, user-focused applications using JavaScript, React, HTML, CSS, and REST APIs. Brings a strong background in technical support, SaaS training, client communication, and systems troubleshooting, with a track record of translating user needs into practical solutions. Transitioning into web development with a focus on front-end development, usability, and continuous growth in modern web technologies.

KEY ACHIEVEMENTS

Expanded Client Base Through Website Improvements

Increased client base by 50% in two years by building and improving the studio website with a focus on usability, SEO, and stronger online conversions.

Delivered High-Volume Client Projects

Delivered over 100 client projects annually while maintaining a 95% client satisfaction rate through consistent communication, technical execution, and reliable delivery.

Improved Workflow Efficiency

Improved operational efficiency by 30% by optimizing technical workflows, production systems, and day-to-day studio processes.

Increased Website Visibility

Increased product page views by 40% through SEO-focused content updates, improved site visibility, and targeted online content management.

EXPERIENCE

Broadband Support Manager

Teleperformance USA

📅 2006 - 2012

- Led a technical support team supporting customers with broadband connectivity, device configuration, and network-related issues.
- Troubleshoot hardware, firmware, drivers, and client-side software affecting connectivity and system performance.
- Managed escalated support cases involving provisioning, software configuration, and application-level troubleshooting.
- Coached and mentored support agents to improve troubleshooting efficiency, technical accuracy, and customer satisfaction.
- Analyzed technical metrics and reporting data to identify trends and support process improvements.
- Application-level troubleshooting
- Coached and mentored support agents to improve troubleshooting efficiency
- Analyzed technical metrics and reporting data to identify trends and support process improvements

PROJECTS

Weather Dashboard App

📅 01/2022 - Present 📍 Remote

A web application that provides users with current weather details based on their location.

- Built a responsive weather dashboard application that retrieves and displays real-time weather data through REST API integration.
- Implemented dynamic UI updates and interactive front-end functionality using JavaScript and CSS.

Developer Portfolio

📅 01/2021 - 06/2021 📍 Remote

An online portfolio that highlights front-end development projects and professional experience.

- Developed a personal developer portfolio to showcase front-end projects, technical skills, and professional experience.
- Applied modern web development practices to improve responsive design, visual presentation, and overall user experience.

Dual Source Audio Player

📅 01/2020 - 08/2020 📍 Remote

A browser-based audio player designed for audio engineers to showcase mixed and unmixed versions of songs on their websites, helping potential clients evaluate sound quality and production work.

- Developed a browser-based dual-source audio player that lets audio engineers present mixed and unmixed versions of a song on their websites.
- Designed the experience to help potential clients compare audio quality and better understand the value of an engineer's mixing and production work.

SKILLS

Frontend Development

HTML CSS JavaScript React

Responsive Design

Accessibility (WCAG) REST APIs

Git GitHub Vite npm

Object-Oriented Programming (OOP)

Professional Strengths

Problem Solving

Technical Documentation

Client Communication

Project Coordination

Troubleshooting Leadership