Case Study: Bloom Steward

Solo Developer Project | October-November 2024

Summary

The client, a plant leasing and maintenance company, needed a solution to ensure their field technicians provided high-quality service while working independently across multiple upscale client locations. Coordinating their services in a manner responsive to client feedback was their paramount objective. Management needed a systemic tool to track the daily routes of over 30 service technicians working independently in the field. Bloom Steward was developed and built as a customized mobile application to meet the unique demands of their operations.

Role & Responsibilities

I led the project from concept to deployment. Working closely with the client's general manager, I developed the scope, ERD, and wireframes, then implemented a full-stack solution using the technologies listed below. The final app provides real-time insights into technician progress and allows dynamic, timely communication between office staff and the field.

Key Features

- Role-specific login directs field technicians to their assigned daily routes and sends admin users to management dashboards.
- Arrival/Departure buttons send timestamped updates from the field to the database, which admin reports use to document visit frequency and duration.
- The 'Timely Notes' feature delivers urgent client-specific instructions that are visible to field techs upon their arrival at the client location. Field techs then respond while on-site to address issues in a timely manner.
- Admin dashboard provides full CRUD functionality (Create, Read, Update, and Delete) for client accounts, field technicians' routes, and notes - all from a single interface.
- When used on an iPhone or smartphone, the app mimics a native mobile experience, eliminating the need for app store distribution.

Technologies

HTML, JavaScript, HTML, CSS, React, Redux, Node.js, Express, PostgreSQL, Heroku
Timestamped

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