

Cynthia Dwayne
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Skills

Programming Languages: Python, JavaScript (ES6+), TypeScript, Java, C++, Ruby

Web Technologies: React, Redux, Node.js, Express.js, Django, Flask, HTML5, CSS3, SASS/LESS

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Database: PostgreSQL, MySQL, MongoDB, Redis, Elasticsearch

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Cloud & DevOps: AWS (EC2, S3, Lambda), GCP (Compute Engine, Cloud Storage), Docker, Kubernetes

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GitLab CI, Terraform

Tools & Methodologies: Git, JIRA, Agile/Scrum, TDD, CI/CD, Microservices Architecture

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Work Experience

QuickBooks

2017-01 – Present

Senior Software Developer

New York, NY

■ Led development of a microservices architecture, improving system scalability by 40% and reducing 25%

■ Implemented CI/CD pipeline using Jenkins and Docker, reducing deployment time by 60% and improving frequency by 3x

■ Optimized cash flow for over 50,000 customers, resulting in a 15% increase in on-time payments

■ Spearheaded the payments team to optimize cash flow for over 50,000 customers, resulting in a 15% on-time payments

■ Led migration from AWS to GCP, reducing cloud costs by \$260,000 per year and improving overall system performance by 30%

■ Re-architected invoice processing system, saving customers 125,000+ manual hours per month and improving accuracy by 98%

■ Mentored 5 junior developers, improving team productivity by 20%

■ Mentored 5 junior developers, implemented a peer code review process, and established best practices documentation, improving team productivity by 20%

■ Initiated and led bi-weekly tech talks, fostering a culture of continuous learning and innovation within engineering department

■ Developed a new feature for invoice automation, resulting in 20% faster processing time and reducing 15%

AMR

2014-01 – 2016-12

Front-End Developer

New York, NY

■ Developed reusable components for in-house UI library, saving 125+ development hours monthly and

■ Developed reusable components for in-house UI library, saving 125+ development hours monthly

■ Created web app MVP for store delivery management platform, resulting in 40% faster order processing

■ Enhanced meditation app, increasing user engagement by 35%

consistency across products

■ Created web app MVP for store delivery management platform serving 200+ business customers using Redux, resulting in 40% faster order processing

- Enhanced meditation app (5,000+ monthly users) with audio/video upload features, increasing user c by 35% and session duration by 25%
- Improved customer conversion rate by 17% through A/B testing and UX optimizations, generating \$5

- Improved customer conversion rate by 17% through A/B testing and UX optimizations
incremental annual revenue

- Collaborated with UX/UI designers to implement responsive design, improving mobile user satisfaction

- Optimized front-end performance, reducing page load times by 40% and improving SEO rankings

- Implemented a new caching strategy, reducing page load times by 20%

TechInnovate

2013-01 – 2013-12

Software Engineer

New York, NY

- Developed and maintained RESTful APIs using Python and Django, serving 10,000+ daily active users

99.9% uptime

- Implemented automated testing suite using Pytest, increasing code coverage from 60% to 95% and

- Implemented automated testing suite, increasing code coverage from 60% to 95% and reducing bug

reports by 40%

40%

- Optimized database queries and implemented caching strategies, reducing average page load time

- Optimized database queries, reducing average page load time by 30%

improving user experience

- Collaborated with UX team to redesign main dashboard, improving user engagement by 25% and re

customer support tickets by 15%

- Contributed to open-source projects, including bug fixes and performance improvements for popular libraries

Kelly

2012-06 – 2013-01

Help Desk Analyst

New York, NY

- Diagnosed and resolved technical issues for 30+ clients daily, maintaining a 92% first-call resolution

- Created and managed user accounts for 50+ clients weekly, ensuring proper access levels and secu

- Developed and maintained comprehensive technical documentation, reducing average call handling

- Received 'Employee of the Month' award for exceptional customer service and problem-solving skills

Education

University of Delaware

2008-08 - 2012-05

Bachelor of Science in Computer Science

Newark, DE

Projects

OpenSource Contribution Tracker: Developed a web application to track and showcase open-source c for developers

AI-Powered Code Review Assistant: Created a machine learning model to assist in code reviews by id potential bugs and suggesting improvements

Certifications

AWS Certified Solutions Architect - Professional

2023-05

Google Cloud Professional Cloud Architect

2022-11

Certified Kubernetes Administrator (CKA)

2021-09