

A. Aaron Burns

Software Engineer | Full Stack Developer | DevOps & Relations
Phoenix, AZ | Willing to relocate | (619) 852-9403 | a.aburns95@gmail.com | [GitHub](#) | LinkedIn: [aaaronburns](#) | [Portfolio Site](#)

TECHNICAL SKILLS

Frontend: React.js, Redux, Hooks, Context API, Next.js, HTML, CSS, LESS, SCSS, JavaScript, SVG

Backend: Node.js, Express.js, Knex.js, SQL, PostgreSQL, Docker, Python, Git, SAML, Okta, JIRA, Heroku, Vercel

EXPERIENCE

Cisco Systems, Inc. — Software Engineer, *Remote*

FEBRUARY 2022 – 2 YRS.

Cisco Security – Common Services Engineer

- Simplified beginner’s instruction manual for proprietary “Magnetic” React/Typescript-based design system to help internal UI developers get started using prebuilt components quickly
- Built Micro-frontend React app using Magnetic design system as a Proof of Concept to propose a more efficient software architecture for Cisco Security products
- Developed a Command Line Interface in Python for Administrators to manage users’ Active Directory group memberships, and synchronize them with GitHub and Jira organizations, before sending an optional confirmation via Webex message. CLI was also capable of retrieving simple information about users and groups, and intaking .csv & .txt file types to perform actions on lists of users. Used as a part of a suite of automations.
- Triaged customer and internal user issues with Cisco Security Cloud Sign On with product engineering team to expedite resolution and to increase the engineering team’s efficiency and user satisfaction. Helped identify, log and investigate product errors to implement work-arounds and track bugs in the engineering backlog.
- Directed user issues with various Cisco Security products to relevant engineering teams to drive resolution.

Webex – Webex Developer Evangelist

- Contributed sample code to [WebexSamples](#) Github Repository, filling in existing gaps in information on Webex REST API’s /meetings endpoint.
- Complimentary technical [blogs](#) written for all code samples to increase exposure to Webex external Development partners
- Announced new versions & features for Webex Mobile SDKs and Webex REST API with technical blogs [Webex Mobile SDKs v3.5 Release](#)
[3 New Features in Webex Meetings API](#)
[Webex People API Updates](#)
- Recorded video walkthroughs of new features using Webex Kitchen Sink app
- Recorded complimentary videos explainers for technical blog content
[Webex Developer Platform Video Collection](#)
- Built a [Webex Chat Bot](#) to fetch the price of Bitcoin, Ethereum, & other crypto coins
- Hosted a public webinar, using the Bitcoin Bot I built as a tutorial on how to extend the Webex Bot Starter template
[Webex for Developers: How to Build a Bitcoin Chat Bot](#)
Recording Password: 8qCvnWBC

Scribble Stadium — Technical Project Manager: Intern, *Remote*

AUGUST 2021 – 3 MOS.

- Coordinated team development at a high level, pulling tickets from a backlog to scope each sprint
- Led the sprint planning and sprint review meetings for a remote, 11-person team

- Unblocked blockers by deploying team members, researching solutions, involving relevant Labs staff
- Pre-screened pull requests; worked with QA Engineers and team members and ensured active participation

Melanated People, Inc. — Full-Stack Developer Intern, *Remote* MAY 2021 - 4 MOS.

- Created Google translate widget in PHP for use on website to enable cross-community discussion
- Advised on app & web roadmap, taking new & valuable technologies into consideration for site-wide upgrade

GoWireless, Inc. — Wireless Tech. Consultant, *Pensacola, FL* AUGUST 2020 - 10 MOS.

- Surpassed monthly sales goals by 84% on average by matching customer needs to all of the latest offerings
- Diagnosed device functionality errors when possible to build excellent customer rapport, averaging a 9.5/10 customer satisfaction score during tenure

Alorica — Technical Support Specialist, *Pensacola, FL* APRIL 2019 - 1 YR. 5 MOS.

- Analyzed caller accounts, including billing statements and cellular usage reports to solve tech support issues
- Managed several personal statistics (call time, customer satisfaction, etc) to achieve exemplary recognitions

EDUCATION

Lambda School — Full Stack Web Development, *Remote* APRIL 2020 - 1 YR. 6 MOS.

[View Certificate](#)