

PROFESSIONAL EXPERIENCE

Information Developer, Senior	SolarWinds	2015 - Present
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- Winner of the Excellence in Productivity award for Q1 2016, and became a SolarWinds Certified Professional.
- Developed plugins in C# for the MadCap Flare authoring tool to improve content.
- Managed projects in a Perforce source control system to track changes.
- Fixed technical issues for colleagues to free up their time for content development.
- Wrote release notes to circulate new features, fixed and open issues, and end-of-support information.

Product Engineer	Ubiquiti Networks	2014 - 2015
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- Delivered the debut UniFi Video mobile applications for iOS and Android.
- Managed features, bugs, and tasks in JIRA to track work.
- Structured software development to boost productivity and improve communication.
- Established a quality assurance process for frequent and stable software releases.
- Designed wireframes in Balsamiq Mockups to visualize new features.

Product Manager	Telerik	2011 - 2014
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Support Engineer, Senior

- Led a team of 10 international developers, testers, and designers to deliver Telerik Mobile Testing.
- Wrote automated functional tests in C# and JavaScript for web, mobile, and desktop applications.
- Executed roadmaps with management and engineering to deliver timely features.
- Owned milestones to ensure frequent release cycles and wrote status reports to manage expectations.
- Oversaw product development using Agile methodologies and tracked issues through ALM software.
- Analyzed product usage and feedback to improve usability and decrease support incidents.
- Distilled technical processes into user-friendly documentation to lessen learning curves.
- Managed documentation code in GitHub to sync with other writers.
- Published a new online user guide in the first month of employment.

Support Technician, Senior	Menusoft Systems	2007 - 2010
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- Voted “Technician of the Year” for 2009 by clients.
- Triaged, researched, and reproduced customer issues for timely and accurate resolutions.
- Documented bugs, regressions, and feature requests to improve software.
- Advanced critical issues and collaborated between departments to facilitate software changes.

EDUCATION

Austin, TX	Austin Coding Academy	2016 - 2017
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- Completed the three-part curriculum for full-stack web development.

Blacksburg, VA **Virginia Tech** **1999 - 2003**

- Bachelor of Arts in Communication Studies; Minor in Economics.

PROJECTS

- GitHub

LANGUAGES AND TECHNOLOGIES

- HTML5, CSS3, JavaScript
- Git, GitHub, Node.js, jQuery, Bootstrap