

ZARA GREENE

Software Engineering Manager

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☎ (123) 456-7890

📍 Mountain View, CA

🌐 [LinkedIn](#)

🐙 [Github](#)

EDUCATION

M.S.

Computer Science with a concentration in Software Theory or Software Systems

Stanford University

📅 2010 - 2012

📍 Stanford, CA

B.S.

Computer Science

Carnegie Mellon University

📅 2006 - 2010

📍 Pittsburgh, PA

SKILLS

- Eclipse
- Git
- Docker
- Amazon Web Services (AWS)
- Jenkins
- React.js

CERTIFICATIONS

- AWS Certified Developer from Amazon Web Services

WORK EXPERIENCE

Software Engineering Manager

Google LLC

📅 May 2019 - April 2023

📍 Mountain View, CA

- **Boosted application performance by 23%** through the strategic use of Docker for containerization and deployment.
- Enhanced CI/CD pipelines by integrating Jenkins, accelerating release cycles by 21%.
- Optimized data storage and retrieval with MySQL, contributing to a 29% increase in database performance.
- Mentored 5 junior engineers on best practices, increasing their productivity and improving code quality.
- Improved application architecture using AWS Cloud Services, reducing server response times by 28%.

Systems Analyst

IBM

📅 October 2015 - April 2019

📍 Armonk, NY

- Developed custom system monitoring tools using Java, **improving infrastructure stability by 29%**.
- Implemented Git for version control and collaboration, reducing code conflicts by 15%.
- Led the migration of legacy systems to modern technology stacks, improving system performance by 28%.
- Enhanced website interface design with React.js, boosting click-through rates by 24%.
- Leveraged MySQL for data management and analysis, boosting database performance by 26%.

IT Support Technician

PNC Financial Services Group

📅 September 2012 - September 2015

📍 Pittsburgh, PA

- Resolved an average of 35 daily IT support tickets, resulting in a 28% increase in end-user satisfaction.
- Used remote desktop tools to provide timely and efficient support, decreasing average ticket resolution time by 19%.
- Introduced a centralized knowledge base, reducing ticket escalation rates by 23%.
- Coordinated with vendors for timely hardware replacements and upgrades, improving equipment reliability.
- Provided ongoing IT support for remote workforce, improving productivity by 22%.