First Last

Senior Software Engineer

WORK EXPERIENCE

Resume Worded, London, United Kingdom
A lender that provides home equity lines of credit in 38 states

Senior Software Engineer 08/2021 – Present

● Spearheaded a digital card API in NodeJS that creates digital walled passes for 2000+ clients and keeps track of usage.
● Conducted robotics and computer science seminars for 430+ high-performing and low-income students in the first month.
● Managed a 10-person team that designed a human body recognition software leveraging multi-depth sensors with proprietary computer vision. ● Created an automated test framework for RW's web service endpoints, which accounts for 1500+ automated tests across 60+ individual REST endpoints.

Polyhire, London, United Kingdom
Helps personal and wealth clients build financial strength

IT Development Manager 10/2019 – 07/2021

● Supervised a software project upgrade with 780K lines of code, improving a flagship product's performance by 70%.
● Relocated business operations to a web-based platform, reducing infrastructure costs to $1.50 per user and saving the company $57K annually. ● Developed innovative systems by mentoring project managers, developers, QA specialists, and 10+ cross-functional teams.
● Resolved the issues of 700+ clients about roadblocks with the company's software products, improving customer satisfaction by 45%.

Growthsi, London, United Kingdom & Barcelona, Spain
Specializes in mortgages that help customers refinance homes

Technical Support Supervisor 06/2018 – 09/2019

● Streamlined and automated 10+ aspects of business operations, slashing monthly operational expenses by $17K YoY.
● Initiated new support techniques that enhanced customer satisfaction ratings and reduced call volume, saving $110K in overhead costs. ● Supervised technical support activities for network components, which helped improve problem-resolution capabilities by 93%.
● Conducted spot-checks by speaking with 400+ customers on a one-to-one basis to find out if issues were resolved, gathering market intelligence, which helped maintain a 57% competitive edge.

PREVIOUS EXPERIENCE

Technical Support Specialist, ABC Company, London, UK 11/2017 – 05/2018 **System Admin,** XYZ Company, New York, USA 01/2016 – 10/2017 **Software Analyst (Internship),** ABC, New York, USA 07/2014 – 12/2015

CONTACT

· Norfolk, United Kingdom · +44 1234567890
· first.last@gmail.com

SKILLS

Development Technologies: · Groovy
· Perl
· ASP.NET
· Javascript
· Grails
· Java

Server Environments:
· Apache HTTP Server
· Microsoft IIS
· Apache Tomcat

Tools and Software:
· IntelliJ
· Code Collaborator
· Subversion
· Microsoft Excel

Languages:
· English (Native)
· Romanian (Native)
· Spanish (Conversational)

EDUCATION

University of New York Bachelor of Science
Computer Science
New York City, New York

10/2011 - 06/2014

OTHER

- AWS Certified Solutions Architect
- Microsoft Certified Solutions Developer