

## Senior Software Engineer Team Member III

# ROBERT SMITH

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### Objective

Senior Software Engineer Team Member is collaborative, inclusive, autonomous, agile, direct, and kind. We recognize how lucky we are to work at a fast-growth startup, so we have fun while we work and give back to the world. We believe that diverse backgrounds and ideas result in better products and outcomes.

### Skills

Management, Organizing,

### Work Experience

#### Senior Software Engineer Team Member III

**ABC Corporation** - September 2004 – May 2005

- Works with Product Management and other Engineers to research, design and implement new API and Platform capabilities.
- Responsible for data driven and collect metrics that identify bottlenecks in the system to help scale our service.
- Partners with Product Management to understand customer requirements and define Product Roadmap.
- Works with Customer Success and Support to troubleshoot customer issues.
- Helps define and improve best practices we can follow as a team and propagate across the company.
- Releases beta features and partner with Product Management to gather customer feedback.
- Coaches and mentors other engineers.

#### Senior Software Engineer Team Member

**Delta Corporation** - 2002 – 2004

- Takafuls business revolves around all kinds of insurance products.
- The scope of the Takaful Information System (TIS) project is the bespoke development of a system that will cater to end-to-end business process of Takaful Malaysia.
- The system will cover all the major processes of a typical insurance business, like forming quotation, making proposals, under-writing, issuing certificate, collecting premium, following up on claims and renewals, and so on.
- Functionality wise, the scope of the entire TIS project can be depicted as New Business, Policy Servicing, Claims, Accounts, Products, Retakaful, Marketing and Sales.
- TIS is an n-tier J2EE based Enterprise application which will be mainly accessed via the web browser.
- Responsibilities Handled the coding for POC for Product module using JSP dynamic pages Implemented Struts for POC.
- Developed XML Based Rules Tree.

### Education

M.Tech in Master of Technologies - (Jawaharlal Nehru Technological University)