Martin Green

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Objective

Performance-driven solutions engineer and software developer with a record of developing impactful projects, delivering technical customer support, optimizing user experience, and executing high-value technical setups for events. Proficient in Python, React, JavaScript, and diverse support tools.

Work Experience

Software Developer, *Independent Projects,* Carmen, *Verify Vax, &* TabSaver   April 2021 - Present

- Developed personal projects through **independent research and study**
- Utilized industry standard tools such as **React, TypeScript, Bootstrap, Express, and AWS Lambda**
- Designed responsive interfaces, focusing on simplicity to enhance usability
- Prioritized data-privacy by collecting zero personal data and utilizing client-side processing

Solutions Engineer, *Lenos Software*   May 2022 - April 2023

- Supported **over 50 unique clients, 200 websites, and 100,000 user registrations** on SaaS platform
- Developed sites with JavaScript, HTML, Bootstrap, and CSS, optimizing user flow and performance
- Consistently **ranked #1 in ticket resolutions** and client feedback
- Collaborated with Engineering to **identify feature enhancements and resolve bugs**
- Led product demos and user training for current and prospective clients
- Developed custom feature proof-of-concepts
- **Increased company revenue by $250k+** through new client sign ups and product recommendations
- Increased year-over-year event registration by 5-10%

Audio Visual Technician, *Encore, InterContinental Los Angeles*   September 2018 - May 2022

- Collaborated with team to **plan large event technical design and signal flow**
- Executed highly technical room sets spanning multiple ballrooms and over a dozen breakout rooms
- Demonstrated attention to detail with minimal supervision
- Coordinated equipment and coworkers for **events worth over $200k**
- Implemented room sets with a focus on **user experience**
- Troubleshot and tested equipment configurations and created backups to ensure a seamless event
- Won **repeat business from over 30 different clients worth over $10m revenue**
- Achieved over 9.5/10 client satisfaction scores

Education

Carleton College, Bachelor of Arts, Computer Science   June 2018

- *Senior Project*: React Native app to visualize water use and electricity generation and use on campus using **object oriented** and **RESTful API** design and a **scrum development framework**
- *Coursework*: Software Design, Human-Computer Interaction, Artificial Intelligence, Data Visualization, Algorithms, Designing for Diversity, Computer Security, Computer Graphics

Skills

Programming	Python & Flask, React & JavaScript ES6, PostgreSQL, HTML5, Node.js, D3.js, Bash & Unix
Development	GitHub, Windows, Linux & WSL, MacOS, Development Consoles, Postman, Docker, Wireshark
Collaboration	Freshdesk, Zendesk, Zoom, Microsoft Teams & Office, Remote Desktop, Salesforce, Trello, Jira
Behavioral	Problem solving and analytical thinking, technical and non-technical communication, client relationship management and customer service, attention to detail, continuous learning