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503-888-7981

# Reed Gehling

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## **Skills:**

HTML, CSS3, Tailwind, Python, React, Javascript, NextJS, Typescript, Frontend Development, Web Development, Customer Service, Version Control (Git), WordPress, Agile, Scrum, Microsoft Excel, MS Office

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## **Experience:**

xAI

AI Tutor

November 2024 - November 2025

- Work collaboratively with others to provide clarity and joint learning.
- Label AI tasks efficiently, accurately, and concisely to provide feedback to the model for further improvements.
- Participated in pilot programs providing feedback, insight, and recommendations for continued development of said programs.
- Review other's work to ensure that it is accurate, and fitting within the guidelines of a given project.
- Provide feedback to leadership that is clear, concise, and effective at communicating what is or isn't working within a given project.

SheerID

Frontend Developer

February 2023 - January 2024

- Provided consultative support for clients as a part of our professional services team to ensure our product is implemented properly and effectively.
- Worked on implementing enhancements to the core product that allows for superior functionality utilizing javascript, typescript, and React.
- Collaborated in a cross-team environment with our engineers to implement product improvements that would affect all of our clients.
- Participated in an on-call rotation for outages/emergencies as well as a rotating scrum-master role.

SheerID

Implementation Specialist

July 2020 - February 2023

- Built and supported SheerID hosted client implementations using HTML, javascript, typescript, and React.
- Created processes and documentation via confluence to support the teams growth and future sustainability.
- Spearheaded and lead a "rapid-response" style sub-team that allowed for quick turnaround of client requested changes and bug fixes.
- Created tooling using python, javascript, and React that assisted with reporting on the hosted codebase.
- Participated in an on-call rotation for outages/emergencies.

SheerID

Helpdesk Personnel

Feb. 2019 - July 2020

- Handled high sensitivity issues for clients and end-users regarding the SheerID product.
- Contributed process guidelines and filled in knowledge gaps via documentation.
- Handled recurring tasks to support hosted client implementations.
- Participated in an on-call rotation as lead communications between SheerID and our client(s).

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## **Education:**

University of Oregon

Eugene, OR

Bachelor of Arts (History)

Sep. 2012 - June 2017