C. ROSS W. KING

AVP, SOFTWARE ENGINEER II   BANK OF AMERICA, CHARLOTTE, NC   FEB 2020 - CURRENT

- ✦ Working in a Safe Agile environment to craft a world-class, responsive, user experience using Sass, Handlebars, JavaScript and jQuery.
- ✦ Document existing C# (.NET 4.8) and build new (Java) RESTful APIs to aggregate and process data from internal SOAP services.
- ✦ Document style guidelines and create reusable components for the Frontend Engineering team.
- ✦ Ensure codebase remains release ready at all times by educating and assisting team members with the use of Git version control system.
- ✦ Ensure compliance with industry best practice accessibility guidelines (WCAG 2.1).
- ✦ Upgrade the user experience of Benefits OnLine in direct collaboration with Experience Designers, Product Directors, and other Agile teams.

INSTRUCTIONAL STAFF   EDX   APR 2019 - CURRENT

- ✦ Teach Full Stack Web Development with the Penn School of Liberal and Professional Studies and University of Connecticut; instructing classes of 30+ students each.
- ✦ Includes small group and one on one instruction.
- ✦ Current graduation rate: 80%+
- ✦ Consistently strong in classroom reviews, student surveys and administrator observations.
- ✦ Topics covered:
- ✦ Frontend: HTML, CSS, JavaScript
- ✦ Backend: Node, Express
- ✦ Test Driven Development: Jest
- ✦ SQL and NoSQL database Management: MySQL, MongoDB, GraphQL, Apollo
- ✦ Advanced frontend: Handlebars, React

SR ANALYST   WINDSTREAM, CHARLOTTE, NC   MAY 2015 - FEB 2020

- ✦ Consult with various groups organization wide to create more efficient business processes for mission critical functions. (e.g. order entry, billing adjustments, government program enrollment, nonpayment disconnect)
- ✦ After refining processes, build automated software to execute these processes without human intervention
- ✦ Design and code SQL based reporting to generate input for automated processes
- ✦ Designed and built full scale applications (similar to full stack web apps) to improve and automate

a wide array of customer and financial service processes. This facilitates a more streamlined workflow for employees while minimizing the number of person-hours required to perform mission critical functions.

- ✦ Labor cost reductions estimated at $4,000,000+ annually
- ✦ Direct revenue recovery through routine automated audits estimated at $3,000,000+ annually.
- ✦ Revenue recovery gains through financial service automation: 1,000%+

SUPERVISOR   WINDSTREAM, CHARLOTTE, NC   MAY 2013 - MAY 2015

- ✦ Instruct a group of 12 back-end customer service representatives in the use and maintenance of automated tools to consolidate work and reduce the number of person-hours required to monitor automated processes.

EDUCATION

UNIVERSITY OF NORTH CAROLINA AT CHARLOTTE – FULL STACK WEB DEV BOOTCAMP – 2018

WINGATE UNIVERSITY, WINGATE, NC – B.S. PSYCHOLOGY

SKILLS

- ✦ Web Development: HTML, CSS JavaScript, jQuery, Heroku, Firebase, Git, Agile
- ✦ Data Analytics: Business Objects, DB2, SQL Server, MySQL, SQLite

- ✦ MERN Stack: MongoDB, Express.js, React, Node.js
- ✦ Process Automation: AutoIt, GeckoDriver, WebDriver, VBS, Excel VBA