Sean Pitterson

Contact

📍 Philadelphia, PA

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Education

BA Information Science
Cornell University
May 2017

Skills

- Python
- Java
- SQL
- PHP
- HTML
- CSS
- JavaScript
  - Frameworks include:
    - React
    - Node
    - Jquery
    - Angular
    - TypeScript

Tools

Jira
Docker
Helpscout
Figma
Sketch

Organizations

Venture for America
Emma Bowen Foundation

Experience

Full Stack Engineer
Gregory | Sept. 2018 - Present | Philadelphia, PA
- Architect the user conversation flow to foster a more interactive and human-like experience
- Assist in constructing targeted advertising and marketing efforts to acquire new users
- Designed the Gregory website to improve user knowledge of the product and increase conversion rates
- Implement a caching mechanism to utilize reusable information and reduce database connections
- Constructing and modifying database layout for the long term storage and operations of the chatbot
- Develop reminder functionality to improve user retention of the product by encouraging users to study
- Created helper functions to easily query the Facebook API to improve integrations with additional services using Node.js
- Manage a software engineering intern to assist with product updates
  Identify and correct problems uncovered by testing or customer feedback

Implementation/Technical Support Specialist
Wizehive | Sept. 2017 - Present | Conshohocken, PA
- Effectively managed 35+ clients assisting in implementing their programs on a customizable software platform
- Scope client requirements, manage client expectations, and assist with the launch of 15+ first-time programs
- Administer technical support for 500+ clients, improving satisfaction and retention rates
- Scope and outline custom plugins in conjunction with development to meet customer requirements
- Modify CSS and Javascript for various clients to provide the proper functionality for their programs
- Collaborate with the development team to resolve over 200+ client technical support requests
- Document and track system issues found by clients to support platform improvement efforts
- Facilitate the transition from paper to digital applications by documenting a structured implementation plan
- Improved company operations by streamlining the customer cancellation process for all participating parties
- Run biweekly incident meetings to identify and report on incident trends on the platform
  Created a custom plugin to allow customers to easily download files in their database

Network Security IP Networks Intern
Mediacom Communications Corporation | Jun. 2016 - Aug. 2016 | Blooming Grove, NY

- Ran vulnerability scans on the internal network and used QRadar to monitor company networks for threats and attacks
- Installed software and hardware to manage firewalls, as well as configured switches via CLI for the data center
- Monitored production network and generated change requests as needed
- Pitched a cloud storage solution project to the CEO and provided recommendations on the internship program
- Implemented TACACS authentication on 40 network devices
- Mitigated vulnerabilities found in external audits and deployed security tools at the company data center