

SKILLS

React, Redux, JavaScript, HTML5, CSS3, jQuery, D3.js, MongoDB, PostgreSQL, Ruby, Rails, Express, Git, Google Maps API

PROJECTS

MapMyPun | (React/Redux, Rails, PostgreSQL, Javascript, Google Maps API)

[live](#) | [github](#)

Inspired by the fitness social network website MapMyRun

- Leveraged Google Maps API to empower user to create a map-based route and calculate the total route distance
- Deliver customized feed of distinct React elements to user for familiar feed scroll workflow
- Structured front/backend authentication using BCrypt, react-router, and cookies to persist logins across sessions
- Devised a React infinite scroll to provide quick load time for user upon login

SchoolForce | (MERN stack [MongoDB, Express, React/Redux, Node.js], Twilio API)

[live](#) | [github](#)

SchoolForce is a light CRM tool for school directors to communicate with parents 100% via SMS

- Spearheaded group of 4 developers as team lead, acting as code review manager, organizing tasks/git workflow to complete project scope in 1 week timeframe
- Utilized Twilio API to send an SMS message from an HTML input field for simple user text message sending
- Employed React component state updates to implement React live search of students to enhance UX with instant search results and optimal load time

Coronavirus Tracker | (HTML, CSS, JavaScript, D3.js)

[live](#) | [github](#)

An interactive visualization built with D3.js of coronavirus spread globally

- Constructed a D3.js stacked bar graph of up to date coronavirus cases by country for accurate global dashboard
- Designed a 'compare two dates' feature to show growth rates by country
- Merged three separate .csv files (updated daily) from a Johns Hopkins Github repo to maintain accurate data

EXPERIENCE

Head of Professional Services (Manager)

[Neoway](#) - ~400 person Brazil-based SaaS data analytics consultancy

July 2017 - October 2019

Main KPI: prove value for and close our first US-based enterprise customers to build operation in US market

- Developed go to market strategy for sales, marketing, and servicing US-based customers
- Led two successful pilot projects, within 1 year closing two contracts worth total \$1 million Annual Recurring Revenue

Director, Customer Success (Manager)

- Promoted after 1 year to Head of Prof Services to lead team of 3 data engineers, 1 product manager, and 2 data scientists

Manager, Professional Services (Manager)

[Social Tables](#) (acquired 2018) - SaaS platform for meetings/events industry

Jan 2015 - July 2017

Main KPI: new customer onboarding efficiency and experience

- Responsible for team of 25 implementing all products and services, offshore team of 15 and DC office of 10
- Oversaw onboarding of ~150 new B2B customers monthly
- Increased efficiency per project by 50% over 2 months across 800 monthly projects with no additional resources by implementing more specific scope guidelines to each project
- Coordinated successful rollout of 75 interactive floor plan website iframes for each Fairmont Hotel property globally

Customer Success Team Lead (Manager)

- Responsible for performance of seven direct reports managing \$7M Annual Recurring Revenue

Customer Success Manager (Individual Contributor)

- Managed 200+ accounts worth over \$1M Annual Recurring Revenue

EDUCATION

Georgetown University - BS Science, Technology, and International Affairs, 2010-2014

AppAcademy - 1000+ hour intensive coding program, < 3% acceptance rate, Nov 2019 - Mar 2020