**Benton Wong**

510-846-0468 | [bentonwong@gmail.com](mailto:bentonwong@gmail.com) | [linkedin.com/in/bentonw](file:///C:\Users\paul\Desktop\linkedin.com\in\bentonw) | [Github](http://github.com/bentonwong)

**Full-Stack Software Engineer**

**Software Engineer well-versed in Ruby on Rails & JavaScript, with background in technology startups, website product development, optimizing user experience (UX) to drive explosive growth. *Full Stack Development, Ruby on Rails, JavaScript, and React Program,*** **Flatiron School. *Signature Strengths Include:***

*Product Development* | *Collaboration* | *Gathering Requirements* | *User Experience (UX)* |

*User Interface (UI)* | *Assessing Client Needs* | *Testing, Bugging, Verifying* | *Quality Assurance (QA)*

**Technical Projects**

**My Fitness Log** | [Web](http://my-fitness-log-bw.herokuapp.com/) | [Github](https://github.com/bentonwong/react-redux-rails-api-fitness-log) | [Demo](https://youtu.be/VaTJbwbfmxQ)

*Simple, online fitness log for tracking personal daily health activity and information.*

* Used React and Redux along with Bootstrap and custom CSS to render front end and fetch / post / update user data.
* Built API using Ruby on Rails to persist and send user data to front end components.
* Applied React Router to render various application pages from one (1) HTML page using RESTful routing for API calls.

**Law Firm Billing Software** | [Web](https://law-firm-billing-app.herokuapp.com/) | [Github](http://github.com/bentonwong/js-law-firm-billing-software) | [Demo](https://youtu.be/Mwvdbsu5dwM)

*Intuitive time-tracking software empowering law firms to keep time spent on client cases by its lawyers.*

* Built application using Ruby on Rails, and the MVC pattern to provide logic.
* Designed database schema and configured ActiveRecord associations to manage and control data storage and retrieval.
* Used JavaScript, AJAX, and jQuery to render dynamic front-end components from Rails back-end.
* Integrated Omni AUTH into authentication system to enable additional login option via Google.

**GoBart** | [RubyGems](http://rubygems.org/gems/gobart/versions/0.1.0) | [Github](http://github.com/bentonwong/rt_bart) | [Demo](https://youtu.be/_eXXCwAMKNc)

*Transportation application providing quick, real-time access to train departure information for Bay Area Rapid Transit (BART) system.*

* Built Command Line Interface application using Ruby to request user input, fetch data from external data source, and display results. Used object-oriented design patterns to create collection of stations as receivers for custom methods.
* Scraped BART's API website with Nokogiri to retrieve live BART data.

**Technology:** Ruby on Rails, JavaScript, HTML, CSS, React, Redux, SQL, Sinatra, Heroku, Github, Salesforce, Google Apps

**Professional Experience**

|  |  |
| --- | --- |
| ***Hire an Esquire, Inc.* | San Francisco, CA** | **2016-2017** |

**LEGAL RECRUITING CONSULTANT**

Drive marketing to build base of attorneys for company providing on-demand legal services for law firms and corporate legal departments. Identify potential candidates for placement, drive promotion of services to attorneys across US.

|  |  |
| --- | --- |
| ***Rocket Lawyer/Law Pivot Inc.* | San Francisco, CA** | **2009-2015** |

**SENIOR OPERATIONS MANAGER – Rocket Lawyer (2013-2015)**

Directed strategy and compliance for online legal services provider. Focused on driving improvements to products and policies, leading team of four (4), working with remote customer support agents. Analyzed data to deliver recommendations.

* **Led high-profile product launches and initiatives**—including new prepaid legal services, online document review product, and co-branded Q&A service partnerships with the American Bar Association and Google.
* **Generated 10x increase in service capacity for legal Q&A service**, processing 3K+ monthly queries, 96% fulfillment.
* **Slashed average onboarding time for providers from 2-3 weeks to just 1-2 days** by developing self-service online application.
* **Developed and ran strategic partnerships**—valued at $500K+/year—involving 250+ law firms supporting premium legal services.

**BUSINESS DEVELOPMENT MANAGER AND LEGAL COUNSEL** – Law Pivot (2009-2013)

Led development, growth, and daily fulfillment (45K customer queries over three (3) years) for national network of attorneys responding to legal queries; monitored use, removed inappropriate content. Responded to, resolved compliance issues involving attorney ethics rules; authored terms of use. Assessed competitors to optimize industry standing.

* **Reduced refunds and chargebacks by 50%+** through negotiation and management of partnerships with 12 attorneys.
* **Setup CRM platform, trained agents, assisted 1K+ website users, ensured strong customer experience**.

**Education**

**Flatiron School |** Full Stack Development, Ruby on Rails, JavaScript, and React Program 2017

**Santa Clara University School of Law |** Juris Doctor 2007

**University of California San Diego |** Bachelor of Science in Bioengineering 2000