BRAD MALLOW

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SUMMARY

I am a dedicated team player with a diverse skill set, including writing skills, verbal communication skills, and technical skills. I am passionate about technology, web services, and the opportunities provided by the open web application stack. I look forward to finding a position where I can utilize what I know while continuing to challenge myself and grow professionally.

PROFESSIONAL EXPERIENCE

Ning, Inc. - *Community Advocate, internal tools developer*   Palo Alto, CA

- Designed and developed tools for the Advocacy Team, integrating the administrative interface with ticketing and bug tracking systems, as well as the production environment. — Feb 2008 – April 2010
- Wrote the specification and prototyped the user interface for the next generation of the primary administration tool for all users and accounts.
- Product lead and expert acting as first line of contact for existing and prospective customers, using both Salesforce and RightNow CRM programs; duties included answering tickets, support forum participation, writing company blog posts and how-tos, and working with engineering teams to file and prioritize bugs.
- Did "high touch" support for VIP and premium support customers, such as BJPenn.com and ThisIs50.com, including custom development utilizing Javasript and CSS.
- Onboarded new employees and trained them on all tools necessary for efficient awesomeness.
- Part of the on-call rotation team that handled incident management and communication.
- Member of the interview team that evaluated new applicants according to our group's demanding standards.

Fraiche Yogurt - *Shift Leader, Barista, Web Developer*   Palo Alto, CA

- Created gourmet coffee and espresso drinks, operated pasteurization equipment in the production of fresh yogurt, and supervised fellow employees. — Dec 2007 – Feb 2008
- Developed the companies' web presence (http://www.fraicheyogurt.com) using a standards-based, logical template that they continue to update and use today.

Starbucks Coffee Company - *Barista*   San Jose, CA

- Maintained high standards for product and service during periods of frenetic activity. — April 2006 – July 2007
- Appointed as a learning coach for new hires.

EDUCATION

B.A. Film & Digital Media, 2006; University of California, Santa Cruz

SKILLS

Adept supporting all major platforms (Mac OS X, Linux, Windows). Experience with:
- CRM experience with Salesforce and RightNow
- Bug tracking with Atlassian JIRA
- Image manipulation with Photoshop and GIMP
- Debugging and analysis with Firebug
- Rapid tools development via Greasemonkey
- Agile project development

Proficient in web development with front-end technologies:
- X/HTML
- CSS
- JavaScript (jQuery)

Have some experience with:
- PHP
- JSON
- MySQL