Brad Mallow

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SUMMARY

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 my skills, both technical and personal, to build great products while continuing to challenge myself and grow professionally.

EDUCATION

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

SKILLS

- HTML5
- CSS3
- JavaScript & jQuery
- Performance Optimization
- Web Accessibility

REFERENCES

Available upon request.

EXPERIENCE

Frontend Developer, WebMocha
San Francisco, California — 2012-present

As part of a small consulting team, I performed an overhaul on Intuit.com – an Alexa US Top 100 website - as well as Intuit's 50 other most-frequented pages, concentrating on performance, accessibility, and general best practices.

Accomplishments

- Achieved a 50% reduction in page load times by refactoring HTML, CSS, and JavaScript, driving a marked jump in conversions in key growth areas.
- Lead tech talks for the marketing and development groups, evangelizing the cause of performance and frontend best practices.
- Developed a new header used across Intuit.com using HTML, CSS3, and JavaScript with jQuery.
- Worked closely with the Intuit design team to move away from cross-browser "pixel perfection", instead taking advantage of CSS3 capabilities to enhance the visual design while making sure older browsers still enjoyed a usable experience, an Intuit first.
- Audited Intuit's top-50 pages for compliance with accessibility standards, then refactored those pages to ensure all customers enjoyed a superb experience.

Web Developer, Freelance
San Francisco, California — 2011-2012

Part of a two-man team, I created engaging web experiences using HTML, CSS, and Javascript with jQuery, helping clients tell their unique stories; worked with varied customers from an independent author promoting a new book to a medical-consulting startup working with an established design firm; fostered a fluid working relationship between development, designers, and the client.

Support Engineer, Atlassian
San Francisco, California — 2010-2011

Provided top-notch technical support for mission-critical software development and communication tools, supporting customers of all sizes, from startups to Fortune 100s, using a number of communication channels – support tickets, online forums, telephone – across all major operating systems and DB setups – MySQL, PostgreSQL, Oracle, Solaris; developed productivity tools integrating our admin and ticketing systems using HTML5, CSS3, and JavaScript with jQuery; produced a kickass recruitment video (http://youtu.be/YGDcXQ8aa40 - cameo at 1:09).

Community Advocate, Ning, Inc.
Palo Alto, California — 2008-2010

Product expert and first line of contact for existing and prospective customers; answered technical support tickets and support forum posts, wrote blog posts and FAQs, and worked with engineering teams to file and prioritize bugs; designed and developed internal support tools integrating our admin interface, production environment, Salesforce CRM ticketing system, and bug tracking systems using HTML, CSS, and jQuery; performed "high-touch" support for VIP customers - BJPenn.com, ThisIs50.com - including custom social network development; onboarded new employees and trained them on all tools necessary for efficient awesomeness; served on the incident management on-call team.