Dean Palm

Enthusiastic technical professional with complete understanding of software development lifecycle. Highly trained in Ruby on Rails and Wordpress and known for having talents in communication, documentation and quality assurance.

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EXPERIENCE

SXSW, Austin TX — *Junior Developer*

August 2016 - March 2020 (3 years 8 months +)

· Quality Assurance for a variety of festival applications.

· Tier 1 through Tier 3 support for end users of SXSW software.

· Training and guiding new employees through use of internal software applications.

· Managing and deploying updated software to multiple staging and production environments.

· Writing and testing Ruby and JavaScript code for developing festival applications.

· Focus on quality code for shopping cart, scheduling, and networking applications.

SXSW, Austin — *Software Development Coordinator*

January 2016 - August 2016 (8 months)

· Guide members of all departments through use of internal apps, systems and databases.

· Work with a variety of clients to provide tech support for public facing applications.

· Develop strategies for improving tech delivery across all systems.

· Assist development team in delivering new tech solutions for all departments across SXSW.

· Provide internal QA and testing expertise for a variety of festival technologies.

SKILLS

· Web Development

· Web Design

· Web Applications

· OS X

· Training

· Ruby

· Ruby on Rails
· FileMaker

· PostgreSQL

LANGUAGES

Ruby, JavaScript, Python, SQL

SXSW, Austin—*Software Development Intern*

December 2014 - March 2015 (4 months)

· Worked with a variety of tools and apps integral to the functioning of the festival.

· Answer all manner of user support emails concerning app functionality.

· Strong use of databases in FileMaker for QA and customer support.

· Quality Assurance on a variety of festival apps, including social.sxsw.com and SXSW Go.

· Advancement of company brand and image through outstanding customer interactions.

Self employed, Austin — *Freelance Web Developer*

June 2014 - June 2017 (3 years)

· Guide clients through the process of wire–framing tocompletely coded site.

· Work with a variety of clients to provide hosted websites on different platforms.

· Consistently exceed client expectations in regards to deadlines and content.

· Work with content management systems including WordPress and SquareSpace.

· Build various CRUD applications using Ruby on Rails styled to fit different purposes of the client.

EDUCATION

MakerSquare now HackReactor, Austin TX — *Web Development Bootcamp*

January 2013 - April 2013

Software engineering curriculum focused on Ruby on Rails applications.

PROJECTS

dean451.github.io

Check out my portfolio and my contributions on github.com/dean451.