

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

WeInfuse, Austin TX — *Development Support Engineer*

June 2021 - July 2021 (1 month +)

- Quality Assurance for WeInfuse.com production and staging environments.
- Tier 1 through Tier 3 support for end users of WeInfuse software.
- Managing and deploying updated software to multiple staging and production environments.
- Performing maintenance tasks for a variety of scheduling, inventory, and appointment needs.
- Focus on quality rails and react code for medical scheduling and logging applications.

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.

SKILLS

- Web Development
- Web Design
- Web Applications
- OS X
- Training
- Ruby
- Ruby on Rails
- FileMaker
- PostgreSQL
- Zendesk
- Jira

LANGUAGES

Ruby, JavaScript, SQL

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.

Self employed, Austin — *Freelance Web Developer*

June 2014 - June 2017 (3 years)

- Guide clients through the process of wire-framing designs to a completely 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*

April 2013 - July 2013 (3 months)

Software engineering curriculum focused on Ruby on Rails applications.

PROJECTS

Check out my [portfolio](#) and my contributions on github.com/dean451.