



Dean Palm

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Summary

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.

Experience

Junior Developer

SXSW

Aug 2016 - Present (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.

Freelance Web Developer

Freelance, self-employed

Jun 2014 - Jun 2017 (3 years 1 month)

- Guide clients through process of wire-framing to 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 client.

Software Development Coordinator

SXSW

Jan 2016 - Aug 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.

Software Development Intern

SXSW

Dec 2014 - Mar 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.



EMT-Basic

Acadian Ambulance

Jul 2010 - Jan 2011 (7 months)

- Spent 40+ hours a week on an Ambulance responsible for providing medical care and expertise to a wide range of patients in a non-hospital setting.
- Rigorous adherence to all safety guidelines for transporting infirm patients between residences, nursing homes, hospitals, dialysis centers, and hospice.
- Consistently met continuing education goals required for outstanding service in the medical field.

Skills

Web Development • Web Design • Web Applications • OS X • Training • Ruby • Ruby on Rails