**Daniel Hintz**

Full-Stack Software Engineer

**Email**: [dhintz@live.com](mailto:dhintz@live.com)

**Phone**: 815-326-5378

**LinkedIn**: [@dan-hintz](https://www.linkedin.com/in/dan-hintz)

**GitHub**: [@dhintz89](https://github.com/dhintz89)

**Website**: coming soon

# **PROFILE**

Full stack developer with experience in Ruby and JavaScript based programming and passion for analyzing and solving challenging real-world problems using code. Six years of industry experience working within the Software Development Life Cycle (SDLC) for an industry-leading enterprise SaaS provider taking products from inception to delivery including gathering technical and business requirements, developing user experience, and providing post-launch support has provided unique flexibility and the ability to step outside of the role as needed. Excited to bring all these different experiences together to engineer innovative software solutions.

# **TECHNICAL SKILLS**

**Front-End:**

● HTML5

● CSS3 / Flexbox

● Async JavaScript (ECMAScript 6)

● React.js

● Redux

**Back-End:**

● Ruby

● Sinatra

● Ruby On Rails

● Node.js

● SQL / SQLite3

● ActiveRecord

● Git / GitHub

**Non-Language:**

● Full-Stack Development

● MVC / REST Architecture

● Procedural Programming

● Object-Oriented Programming

● Business & Technical Requirements Gathering

● Business Process Modelling & Improvement

# **TECHNICAL PROJECTS**

**VisualStore** - [Github](https://github.com/dhintz89/visual_store): dhintz89/visual\_store | [Demo](https://youtu.be/BSPxji8sfbs): https://youtu.be/BSPxji8sfbs

Full-Stack shopping website catering to visual products, such as paintings or digital art.

● Combined Ruby on Rails, React/Redux, HTML/JSX/CSS, & SQLite3 to independently create full-stack website

● Heavy emphasis on modular design to organize code into independent reusable components

● Designed custom Shopping Cart using React Components & connected to Redux Store for efficient user experience

● Employed Thunk middleware and Javascript Fetch calls to asynchronously gather data from backend API

● Leveraged Bootstrap & custom Media Queries to ensure consistent, responsive site design regardless of screen size

**What’s Cookin’** - [Github](https://github.com/dhintz89/whats_cookin): dhintz89/whats\_cookin | [Demo](https://youtu.be/FJqZVTCZuEQ): https://youtu.be/FJqZVTCZuEQ

Recipe App to return random recipes based on a keyword search and send users a shopping list.

● Integrated asynchronous JavaScript with Rails RESTful API backend to create a Single Page Application (SPA)

● Utilized JSON Web Tokens (JWT) & localStorage to store encrypted login info client-side for persistent login

● Employed 3rd party gems (Faraday & Dot-Env) to securely facilitate calls to a 3rd party API (Spoonacular) from backend without exposing API Key to user

**StockStack** - [Github](https://github.com/dhintz89/stock-stack): dhintz89/stock-stack | [Demo](https://youtu.be/JE8C331IybU): https://youtu.be/JE8C331IybU

Multi-Page web application for searching and organizing stock market watchlists.

● Built entirely on Ruby on Rails framework using RESTful architecture

● Architected complex hierarchical data model to support rollup views containing aggregate data from many individual records

● Facilitated Single Sign On logins via Facebook using 3rd party gems (Devise and OmniAuth) & Rails sessions

● Integrated with an external API (IEX Cloud) via 3rd party gem (Stock\_Quote) to return stock information based on a Symbol or Company search

● Optimized site performance and operating cost by internalizing data records and implementing control flows to pull information locally versus external API calls

● Created a scrolling banner animation without JavaScript using HTML/CSS

**My-Town-Tracker** - [Github](https://github.com/dhintz89/local_events/my-town-tracker): dhintz89/my-town-tracker | [Demo](https://youtu.be/mtj-KzCgeQI): https://youtu.be/mtj-KzCgeQI

Lightweight web app to help users keep track of interesting places they’ve seen or visited.

● Built using Ruby language with Sinatra framework and following RESTful architecture

● Designed dynamic picklists based on existing data, enabling users to associate back-end data structures from the front-end site (ex. assign a Category to a Place record)

● Implemented various database filters to enable users to narrow search results from the front-end site

● Created a dynamic status bar feature based on existing data without JavaScript using CSS and Ruby

**Local Events** - [Github](https://github.com/dhintz89/local_events): dhintz89/local\_events | [Demo](https://youtu.be/mhw1Vi_W-tg): https://youtu.be/mhw1Vi\_W-tg

Command Line Application to search for upcoming events based on user-provided location and filter criteria.

● Built Command Line Interface (CLI) using Ruby & improved user experience (UX) through configuration of colors and formatting

● Simulated website integration by enabling searching and filtering based on user criteria by interpolating user input into target URL

● Utilized Nokogiri gem to scrape a local events website

# **WORK EXPERIENCE**

**ServiceSource** **Senior Business Process Architect**

B2B Sales Outsourcing & SaaS Organization July 2012 - Present

Previous Roles: Business Analyst, Business Intelligence Analyst, Operations Services Specialist

● Successfully completed over 50 projects, working with more than 25 well-known tech companies including 7 Fortune 500s, and teams ranging from under 5 employees to over 100

● Utilized process architecture framework (DMAIC/LEAN) to identify, define, & implement business process improvements including root-cause analysis and coaching in follow-up problem resolution

● Designed and implemented cross-functional process workflows incorporating workforce, systems, data design, and service motions to support business integration and migration solutions, often working on multiple simultaneous projects and workstreams

● Created lightweight supplemental tools to provide immediate remedy for functionality gaps in applications

● Designed User Experience (aka Customer Journey) and gathered business and technical requirements for an enterprise CRM solution custom-built on Salesforce infrastructure

● Developed, implemented, and oversaw QA Program which reduced error rate from 60% to less than 10%, reducing re-work and restoring client confidence for an escalated account

● Facilitated QA Program which reduced perceived error rate from 15% to less than 2%, restoring confidence in low-cost backend team & encouraging workload transition, saving over 10 FTE + overtime costs

● Designed workflow format scheme to increase customer readability - adopted as global company standard

# **EDUCATION**

**Flatiron School** April 2020

Full Stack Web Development, Ruby on Rails and JavaScript program

**Salesforce University** May 2019

Salesforce Certified Administrator

**University of Tennessee** Dec 2015

Greenbelt Certification in “LEAN Applied to Business Process” Methodology

**Knox College** June 2011

Bachelor of Arts, Psychology/Business Administration

# **TESTIMONIALS**

*“Your [self-built .NET based tool] review was incredible yesterday - thank you for the depth of thought and preparation that clearly went into this future-state process. Very proud of not only the solution you laid out, but how you clearly had rehearsed and planned how you would divide and conquer [the communication] seamlessly...”* **- Global Director, Professional Services**

*“[Dan has] been invaluable at figuring out how to think outside the box for a QA program for a complex system relying on specific [input from various] teams and [integrated] systems.”* **- Project Manager**

*“His willingness to be on sessions at any time of the day or night is outstanding. He’s often giving shout outs to other team members, too - he’s a real team player. I literally sleep easier at night knowing he is a part of this migration.”* **- Senior Business Systems Analyst**

*“His work ethic, professionalism, and skill continue to astound me...Dan remains patient, collaborative, and actively engaged...and was praised by [client] for his extraordinary work.”* **- Global Enterprise Program Manager**