

# Ethan Fann

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## AWARDS / CERTIFICATES

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- 5<sup>th</sup> place in the 2016 Strava Developer Challenge – Built a web app which used the Strava API to display leaderboards for a cycling activity and any related activities.
- Apple Certified Support Professional 10.12.

## EXPERIENCE

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### Atrium

*Full Stack Software Engineer*

San Francisco, CA  
June 2019 – October 2019

- Built full stack web applications in JavaScript/TypeScript, React, GraphQL, and Ruby on Rails.
- Utilized the Microsoft Graph API to automate the creation of email listserves used for client communication, reducing email-related onboarding issues by 99%.
- Closely collaborated with other engineers, product managers, product designers, lawyers, and paralegals to deliver continuous tooling improvements using the Agile software development methodology.

### Atrium

*IT Engineer*

San Francisco, CA  
June 2018 – June 2019

- Ensured endpoint compliance by deploying MDM policies and app installations remotely with Microsoft Intune.
- Served as T1 production support for the Atrium web app and reduced escalations to T2 by 50%.
- Enabled rapid organization change by scripting bulk updates to Atrium's O365 environment using Powershell.
- Evaluated, implemented, and administered SaaS products which helped enable Atrium to scale from 30 employees to 150+.
- Maintained a 100% satisfaction rate for T1 and T2 help desk ticket resolutions.
- Worked with vendors to enable SSO for SaaS applications using Okta.

### Linde Group

*Desktop Consultant*

Emeryville, CA  
August 2017 – June 2018

- Built and maintained great relationships with Linde Group clients by providing customer-centric technical support.
- Implemented projects from initial scoping to completion.
- Triageed feature requests for Linde Group's open source project, AutoPkgr.

### University of California, Merced – Information Technology

*Student Desktop Technician*

Merced, CA  
December 2014 - Nov 2016

- Ported legacy Oracle Xpress logic used in the derivation of employee identity attributes to Java
- Provided exemplary technical support for UCM executives via phone, email, and ticketing systems.
- Implemented custom C# Windows applications and Office add-ins to resolve unique problems.

## SKILLS

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- Full stack software development using JavaScript/TypeScript, Ruby on Rails, GraphQL, and React.js
- SaaS/PaaS administration including GSuite/Office 365, Slack, Okta, Zoom, AWS, Azure, and Heroku
- Mobile Device Management (MDM) + Single Sign On (SSO)
- Advanced Windows and Mac technical support
- Microsoft Office development with C# and OfficeJS

## EDUCATION

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### University of California, Merced

*Bachelor of Science – Computer Science and Engineering*

Merced, CA  
Aug 2011 - Dec 2015