

Ethan Fann

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AWARDS / CERTIFICATES

- 5th 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 uploaded to Strava.
- Apple Certified Support Professional 10.12.

EXPERIENCE

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.
- Served as T1 production support for the Atrium web app and reduced escalations to T2 by 50%.
- 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.
- Enabled rapid organizational change by scripting bulk updates to Atrium's O365 environment using Windows 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.

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.
- Triaged 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

- 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
- System administration
- Advanced Windows and Mac technical support
- Microsoft Office development with Visual Basic, C#, and OfficeJS

EDUCATION

University of California, Merced

Bachelor of Science – Computer Science and Engineering

Merced, CA

Aug 2011 - Dec 2015