

Ethan Fann

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AWARDS / CERTIFICATES

- 5th place in the 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

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 tickets by 90%.
- Closely collaborated with other engineers, product managers, product designers, lawyers, and paralegals to deliver continuous tooling improvements.

Atrium

IT Engineer

San Francisco, CA
June 2018 – June 2019

- Provided T1 production support for the Rails web app and reduced escalations to T2 Engineers by 50%.
- Deployed MDM policies and software installations remotely with Microsoft Intune.
- Implemented SSO across a wide range of SaaS/PaaS offerings, including AWS, with Okta.
- Evaluated, deployed, and administered business collaboration products like GSuite, Zoom, and Slack.
- Responded to various business needs with bespoke Ruby and Powershell scripts.
- Collaborated with all business units to develop on-boarding + off-boarding procedures.
- Scaled help desk ticket capacity by interviewing, hiring, and mentoring new TechOps team members.

Linde Group

Desktop Consultant

Emeryville, CA
August 2017 – June 2018

- Maintained and supported hardware and software on desktops, laptops, mobile devices and related equipment in mixed Mac and PC environments.
- Provided suggestions for changes and improvements to client hardware/software that reduce cost and/or increase productivity and efficiency.
- Implemented features and resolved bugs for Linde Group's open-source macOS app, 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
- Mobile Device Management (MDM) + Single Sign On (SSO)
- Advanced Windows and Mac technical support
- API Integration

EDUCATION

University of California, Merced

Bachelor of Science – Computer Science and Engineering

Merced, CA
Aug 2011 - Dec 2015