

Ethan Frigon

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508-846-7233

Los Angeles, CA

FULL STACK WEB DEVELOPER

[GitHub](#)

[LinkedIn](#)

[Portfolio](#)

Summary

Full stack developer skilled in writing, clean, testable code. Proficient in mobile-first responsive design and test-driven development. Experience with modern technologies and excited to pick up the right tools for the job.

Skills

Advanced: JavaScript, React, Redux, jQuery, Node.js, MongoDB, HTML5, CSS3, Git, GitHub, NPM, REST APIs

Proficient: PostgreSQL, ES6, Sass, Python, TDD with Mocha, Chai, Jasmine, and Enzyme,

Expert: Written & verbal communication, project management, customer experience

Recent Projects

[DownTheBlock](#): A real-time communication and chat app to find out what's happening in your neighborhood. Built with React, Redux, Node, Socket.io, Express, and MongoDB.

[VacationBrain](#): A full stack travel recommendation app. Built with React, Redux, Node, Express and MongoDB.

[SpanishX](#): A full stack app for learning Spanish using the spaced repetition method. Built with React, Redux, Node, Express and MongoDB.

Experience

JAZVA

Los Angeles, CA

Implementation Specialist

January-September 2018

- Onboard new clients of all sizes (from one-person businesses to daily multi-million dollar sales operations)
- Analyzed client's current business processes to find improvements and determine best course of implementation
- Analyzed and migrated client product and sales data, including third-party extensions to marketplaces, direct sales websites, and accounting software
- Scope and own roadmap items on behalf of the Product team for any additional client requests (custom software options, EDI implementations, etc.)
- Train clients at all stakeholder levels (from founders to warehouse workers) on usage of full suite of software

STARTENGINE

Los Angeles, CA

Customer Research Manager

September 2017-January 2018

- Owned all research efforts to identify new companies eligible to list on the StartEngine platform, a mix of individual company research and contractor management.
- Wrote and A/B tested email subject lines, content, and copy to drive identified companies down the sales funnel.
- Managed and produced weekly workshop with Business Development team, driving attendance via email strategy
- Tested and deployed new email delivery tools for better deliverability and to align with company strategy

THE WALL STREET JOURNAL

New York, NY & Los Angeles, CA

Customer Experience Architect

July 2015-July 2017

- Use customer journey maps to define the optimal customer experience across new digital product launches for the WSJ What's News and WSJ City iOS and Android apps

- Work with Sales teams to define and explain new technological solutions in language that makes sense for clients
- Map customer journeys to identify and define opportunities for improvement within existing products (WSJ, Barron's, Financial News) across all customer touchpoints
- Work across Product, Marketing, Customer Service, and Technology departments to estimate impact of and implement improvement opportunities

Training and Operations Specialist

January 2014-July 2015

- Maintained and migrated a customer service knowledge base containing 1000+ articles, which was used by all business groups within the department, to a new platform
- Managed total reorganization of knowledge base to create easier navigation and discovery for reps, and to better track usage using Google Analytics

Education

TUFTS UNIVERSITY

BA, Economics and International Relations

May 2011

THINKFUL

March 2019

Engineering Immersion

- Learned industry best practices and practical software development standards with a focus on HTML5, CSS3, JavaScript, jQuery, Node.js, React, Redux, and algorithms & data structures.
- Created and deployed mobile-first applications while learning new languages and frameworks by collaborating several hours every week with a senior web developer.