

# Evan Hellmuth

## Contact

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## Education

Yale University, *B.S. Computer Science* 2016

## Work Experience

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### Software Consultant

*Freelancer / 2019*

- Help businesses and product owners define and deliver solutions to meet their growth needs.
- Services include technical marketing & SEO, product design, user metrics tracking, and full stack solutions such as web apps, performance improvements, Slack bots, Chrome extensions, and third-party integrations.

### ForgetMeNot

*Founder / 2018*

- Talked to users, iterated on the product, and ran native marketing campaign.
- Designed and built Slack bot then Chrome extension to help professional coders 10x productivity via spaced repetition.

### Mixmax, Growth Team

*Employee #21 / 2018*

- Drove thousands of new sign-ups via “show me times I’m free” growth hack, enabling recipients of a Mixmax meeting-scheduling email to sign up for a stripped-down Mixmax account in a single click in order to see their availability overlaid with that of the sender.
- Filled the customer need for video conferencing and enabled comarketing with two established companies in the B2B communication space by building Zoom and GoToMeeting integrations.
- Obviated the observed user behavior of switching between Mixmax and Google Calendar several times an hour by achieving parity with native Google Calendar features within the Mixmax app.

### Salesforce, Knowledge Base Team

*Technical Product Liaison; Software Engineer / 2016-2018*

- Informed feasibility and bridged communication between non-technical product manager and engineering team as Scrum Master.
- Improved customer bottom line by enabling their customer service representatives to process 18% more cases per hour via a >2s reduction in average page load time.
- Improved strategic decision making by instrumenting UI components to record user interaction, then deploying script to surface the data in a no-code-necessary metrics dashboard for Product and Engineering leadership.
- Accelerated product adoption by making the Knowledge Sidebar component generic, such that it can be used with any Salesforce object, rather than just the Cases object.

### Harvard University, Teaching Staff

*CS50 Teaching Fellow / 2015-2016*

- Supplemented lectures on Computer Science fundamentals by teaching an hour-long section for 16 students each week, grading problem sets and tests, giving and receiving feedback, and holding office hours twice a week (the course is taught at Yale in conjunction with Harvard’s CS50).

### Salesforce, Service Always Team

*Software Engineering Intern / 2015*

- Helped retain uptime-sensitive enterprise customers by building a suspend/resume feature for solution engineers to better serve clients using the Service Always product to sync data between two Salesforce Orgs.
- Improved customer retention and NPS by eliminating long waits and timeouts for the end user by loading large datasets asynchronously in an admin panel.

### Louisville Gas & Electric, IT Security Dept.

*IT Security Intern / 2014*

- Saved 8 engineering hours a month in perpetuity by writing and deploying scripts to identify malicious incoming IP addresses and automatically add them to the externally-facing firewall’s blacklist.
- Reduced inactionable alerts by rewriting regular expression statements for the intrusion detection system to exclude warnings from redundant or unnecessary sources, such as temporary files created by a browser.

## Leadership

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### Software Career Mentorship

*Mentor | 2018– 2019*

- Help new and aspiring software engineers set and achieve their career goals, maximize the growth rate of their skillset in pursuit of those goals, and stay accountable.

### Freshman Outdoor Orientation Trips

*Trip Leader | 2013– 2016*

- Guided incoming first-year students on backpacking trips through Appalachian Trail for four to six days each year.

### Chi Psi Fraternity, Alpha Kappa Delta

*Founding Member; Treasurer | 2012-2016*

- Assembled potential members, petitioned to be recognized by the university, drafted and passed the chapter constitution, and obtained a charter from national headquarters to bring Chi Psi to Yale.
- Drafted, presented, and enforced the semesterly operating budget.

## Skills & Interests

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**Skills:** user interviewing, viral growth strategy, project management, design, technical writing

**Interests:** fingerpicking guitar, French language and culture, basketball, the great outdoors