

# Frank Robert (he/they)

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Versatile Software Developer with 7+ years of experience in developing high-performance code and implementing innovative solutions across diverse industries. Proven team leader and Scrum Master with a track record of achieving cost savings, enhancing efficiency, and driving product success through agile methodologies and strong technical capabilities.

- Expertise in JavaScript, TypeScript, React, Redux, Webpack, Electron, NodeJS, and other Web technologies
- Proven experience in designing and building new features, simplifying existing services, and scaling company systems
- Strong project management skills and experience as a Scrum Master and Squad Lead
- Consistently achieved cost savings and improved efficiency for organizations, including \$1M+ annual savings at Twitch
- Developed award-winning enterprise solutions and high-traffic customer-facing products
- Effective mentor, providing guidance to junior developers and promoting team collaboration
- Experienced in various aspects of the software development lifecycle, including quality customer service, product development solutions, and strategic planning
- Technical proficiencies in JavaScript, TypeScript, React, Redux, Webpack, Electron, NodeJS, Babel, Express, WebRTC, C++, GraphQL, Nextjs, Polymer, MongoDB, PostgreSQL, MySQL, AWS, Terraform, Gitlab, Jenkins, Docker, PHP, Laravel, WebSockets, CQRS, Microservices

## Professional Experience

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### Twitch

📅 2021 – 2023

*Software Engineer – Web Video Clients*

📍 Montreal, Quebec, Canada

- Resolved critical Nvidia Shield video issues, saving the company upwards of \$1M annually.
- Identified a strategic opportunity for potential annual savings of \$1M+ by conducting in-depth research and data gathering on the HEVC/h.265 codec for the Twitch platform, as confirmed by data science and BI teams, showcasing proactive analysis and cost-saving insights.
- Boosted video player unit test coverage by 30%, uncovering approximately 30 previously unidentified bugs in the process.
- Played a key role in a week-long hackathon, successfully releasing around 20M frozen usernames back into the user space.
- Implemented Nx monorepo tooling and re-architected major components of the living room video testing application to support multiple platforms.
- Collaborated with application teams to address platform issues and designed Cloudwatch dashboards for living room platforms, streamlining monitoring and management.
- Engineered a significant portion of the peer-to-peer broadcasting SDK, introducing design patterns and preparing the repository for open-source contributions, while authoring the majority of CI in Github Actions and developing customized automation tooling for deep end-to-end coverage insights.

### Lightspeed Commerce

📅 2019 – 2021

*Software Developer II*

📍 Montreal, Quebec, Canada

- Developed a desktop application and driver to interface with printer hardware, successfully reducing aggregate support volume by nearly 15% and saving significant costs.
- Spearheaded the development of a production-ready Electron application, providing low-level control over thermal printers, computer monitors, and other POS hardware, enabling retailers to swiftly detect and address hardware issues.

- Undertook a challenging migration of a 15-year-old legacy monolith to Typescript, optimizing code quality, enhancing maintainability, and promoting efficient cross-team collaboration.
- Earned Scrum Master Certification and assumed the role of Scrum Master for a newly formed 13-person team, driving agile methodologies and maximizing team productivity.
- Distinguished as a Squad Lead, showcasing exceptional leadership and communication skills by documenting progress, updating stakeholders, and ensuring project success as the team's point of contact.
- Exercised exceptional project management skills by orchestrating scrum ceremonies and events, streamlining team collaboration, and boosting productivity.

## NewKnow

📅 2018 – 2019

*Full Stack Developer*

📍 Montreal, Quebec, Canada

- Led the development of the front-end application for the company's latest product, delivering innovative solutions on time and within the agreed scope.
- Built new, flexible components that enabled clients to create customized training modules tailored to their unique requirements, enhancing user experience and engagement.
- Contributed significantly to the product roadmap and feature conception by leveraging extensive industry experience and monitoring emerging trends and user needs.
- Developed the application using an event-sourced microservices architecture, ensuring high scalability, flexibility, and resilience.

## SweetIQ

📅 2015 – 2018

*Intermediate Software Developer (2017 – 2018)*

📍 Montreal, Quebec, Canada

*Junior Software Developer (2015 – 2017)*

- Rapidly promoted from Junior to Intermediate Software Developer, reflecting exceptional performance and contributions to the company's success.
- Orchestrated the development of an award-winning enterprise solution, serving dozens of clients and generating multi-million-dollar revenue, surpassing expectations.
- Engaged in the development of high-traffic customer-facing products, catering to hundreds of thousands of users per month and ensuring client satisfaction through timely delivery and top-notch support.
- Conducted on-site visits to enterprise clients, providing technical support and elevating overall satisfaction levels.
- Collaborated closely with product and design teams, ensuring consistent and seamless delivery of high-quality products.
- Mentored and guided junior developers and freelancers, empowering them to become self-sufficient contributors to the team's success and ensuring seamless team collaboration.
- Strategized and designed roadmap items to steer the product towards a profitable and scalable future, while contributing to architectural design decisions, such as crafting the Store Locator Solution in line with business objectives.
- Brought a unique sales-oriented mindset to all development and product meetings, fostering a culture of success and client satisfaction.