

# Franklin Jeng

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## Technical Skills

**Strong:** JavaScript, NodeJS, ExpressJS, AngularJS, ReactJS, Redux, MongoDB, Mongoose, Enzyme, Chai, Mocha, Git, npm  
**Experienced:** HTML/CSS, jQuery, Karma, Bootstrap, Scrum, SQLite, MySQL, Sequelize, AWS, Bower, Webpack

## Education

<b>Hack Reactor</b>	Advanced Software Engineering Immersive Program	2017
<b>University of California, Irvine (UCI)</b>	BS in Computer Engineering	2010

## Projects

**Twine** [twinedocs.com](https://twinedocs.com), Software Engineer

*Browser-based word processor powered with Git*

- Built intuitive front end interface to provide terminal Git commands while abstracting away its complexity
- Implemented end to end testing for React Redux utilizing Enzyme, Mocha, and Chai
- Integrated WYSIWYG editor with DraftJS to allow users to utilize an easy to use word processor
- Provided users visual feedback for document changes to ease the merge document process

**Divvy**, Software Engineer

*Restaurant bills split intelligently with everyone*

- Developed linear algorithm that populates the itemized list from raw data captured through Google Vision OCR
- Refactored the Angular factories and controllers to centralize stored data and allow for a linear UX/UI experience

**Health Wars**, Software Engineer

*Exercise made fun and competitive*

- Designed components with ReactJS to allow for modularized views and subviews
- Architected and managed the project structure to streamline organization and workflow

**Tactic Toe**, Software Engineer

*Tic-Tac-Toe with only 3 active pieces*

- Created logic handling to detect win conditions and piece removal within Angular factories
- Added score persistence through MongoDB by creating roundtrip requests to backend CRUD routes

## Experience

Genesys (Interactive Intelligence) - Irvine, CA

- **Technical Account Manager** 2015 - 2016
  - Improved process for transitioning new customers with oversight across Implementations and Services team
  - Defused escalated customer accounts and repaired strained relationships by leading weekly meetings
  - Prevented potential outages by authorizing and approving change control on customer environments
- **Technical Team Lead** 2014 - 2015
  - Trained and assisted a team of six System Engineers on daily duties and tasks
  - Brought customers out of critical states as the first point of contact for emergency situations
- **Senior VoIP Engineer - Global Support** 2013 - 2014
  - Traveled to customer sites to provide assistance on a variety of issues; earned Award of Excellence
- **VoIP Engineer - Global Support** 2013 - 2013
  - Specialized in analysis of communications between SIP aware devices handling average of 120 tickets a month
  - Analyzed Packet captures primarily to verify quality of RTP traffic
- **CaaS Support Engineer** 2010 - 2013
  - Managed and maintained telecom systems for major companies such as Intuit and Public Storage

## Personal

- I enjoy puzzles of all kinds: puzzle boxes, puzzle games, rock climbing, and riddles