

Rachel Pipkin

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Experience

Full Stack Engineer/Frontend Lead	MarketDial Salt Lake City, Utah	Nov 2017 – Nov 2019
<ul style="list-style-type: none">• Worked across the stack to improve upon and develop new features on the core product• Lead all decisions pertaining to the frontend code base (Vue, Webpack, Highcharts)• Contributed to backend systems (Python, SQLAlchemy, PostgreSQL, Docker, Google Cloud Platform)• Collaborated with Product, Design, and Data Science teams on new development		
Frontend Engineer	MX Lehi, Utah	June 2015 – Sept 2017
<ul style="list-style-type: none">• Helped build and maintain internal tools used by several departments to manage internal logistics• Contributed to MX's open source component library• Assisted in transitions from Backbone to React and Flux to Redux• Hired as a marketing web developer, but quickly transitioned to engineering to work on core products• Sole developer behind finstrong.com, MX's new personal financial wellness program• Built FinStrong in a 3 week period, which currently has over 2,000 users with more on the way• Updated and maintained various customer facing websites including mx.com		
Web Developer Intern	Agency Fusion Salt Lake City, Utah	Oct 2014 – March 2015
<ul style="list-style-type: none">• Full stack development for numerous clients and projects across a wide range of platforms.• Languages/Frameworks: CSS/Sass, jQuery, JavaScript, CakePHP, WordPress, and MySQL.• Transitioned multiple websites to responsive and touch friendly layouts.		
Frontend Developer	Contract Salt Lake City, Utah	May 2014 – Sept 2014
<ul style="list-style-type: none">• Front end development for a time and job tracking app• Languages/Frameworks: CSS/Sass, jQuery, JavaScript, Angular, Java, Yeoman/Grunt• Worked closely with the back end developers to help design and implement a RESTful API		
Support Engineer (L3)	Zendesk San Francisco, California	Jan 2014 – May 2014
<ul style="list-style-type: none">• Handled the highest level escalated support tickets. Usually consisting of helping to debug developer code• Combed through access logs using grep to find key information regarding user history and bug identification• REST API subject matter expert• Developed Ruby scripts that helped process large amount of data and cut down on manual work		

Experience (Cont.)

L1 Manager/L3 Tech Support	Instructure Cottonwood Heights, Utah	July 2011 – Dec 2013
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- Acted as a liaison between the Support, Engineering, and Product departments
- Vetted and prioritized bugs, data fixes, and other customer support needs
- Served as a product knowledge expert for Support, Account Management, and Implementation Managers
- Managed the hiring and training of members of the Support Team
- Developed and implemented a quality metrics system and performed regular reviews and coaching

Support Services Manager	University of Utah College of Law Salt Lake City, Utah	July 2008 – July 2010
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- Hired and managed Help Desk technicians and services.
- Setup and deployed systems used by faculty, staff, and in school labs.
- Frequently worked with Active Directory, Norton Ghost, Office and WordPerfect.
- Supported the Quinney Law Library with their specific programs such as Horizon, ALEPH, ILLiad, and Rapid.

Dell Tech Support/Team Lead	Teleperformance USA Lindon, Utah	Feb 2007 – April 2008
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- Reviewed and approved part dispatches.
- Monitored Call Handle Time and other metrics.
- Coached Agents to improve skills.
- Did troubleshooting with customers over the phone and remotely connected their machines

Language and Technology Experience

Basic	Medium	Advanced
SQL	ReactJS	CSS/Sass
Docker	Python	VueJS
GCP		Webpack

Education

Salt Lake Community College	Studied Computer Science	2010 - 2013
Security+ Certification	CompTIA	March 2009
A+ Certification	CompTIA	March 2006