JAE SONG

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SKILLS

JavaScript, React, Redux, HTML, CSS, Ruby, Rails, Mongoose, MongoDB, Node.js, Express.js, SQL, PostgreSQL, Linux, Powershell, Restful API's, Windows Server, Effective Troubleshooting/Communication, JIRA, Confluence, Premiere Pro, Webpack, jQuery, Git

PROJECTS

Batmanhood (Robinhood clone) | *(React/Redux, Rails 5, Recharts, APIs)*　　　　　　　**live** | **github**
- Created fullstack app mirroring Robinhood, generating real time/historical charts of stock prices for each stock, utilizing data retrieved via API calls through IEX Cloud and Financial Model Prep
- Implemented secure user authentication, utilizing bcrypt, keeping users secure
- Dynamically created company profile using Financial Model Prep API, and dynamically pulled news articles relevant to each stock for enriched user experience
- Built robust search bar to return results partial match based on stock name/ticker symbol for seamless navigation
- Ability for users to purchase/sell stocks and add to a watchlist, mirroring Robinhood's functionality

Destinations | *(HTML, Vanilla Javascript, BodyPix, Flickr API, Wiki API)*　　　　　　**live** | **github**
- Integrated Flickr's API, to dynamically fetch and generate a photo feed of the selected city for additional visual stimulation
- Utilized Wikipedia's API to retrieve introduction segment for the selected city for relevant information
- Built a *Postcard Booth*, utilizing BodyPix, which takes a photo with the user's webcam, cuts out the background, and places user on any background image from the Flickr Feed, with a download option, offering a fun virtual travel experience

Pillar (Chat App) | *(React/Redux, Node, Express, MongoDB, Giphy API)*　　　　　　**live** | **github**
- Utilized SocketIO to dynamically generate chat rooms, with ability to create/edit/delete threaded messages
- Implemented MongoDB as the database, and utilized axios requests and express routes to interact with database
- Built a search bar that fetches results from Giphy's API and integrated emoji selector for an interactive user experience
- Saves current users' layout in the MongoDB database that is uniform across multiple devices for an improved user experience

Work Projects
- Created self-service tool with GUI interface, using CMD scripts, for users to self-resolve common issues on legacy applications; eliminated 20% of issues
- Created PowerShell script to restart all computers w/ uptime > 1 week - lead to 10% reduction in tickets
- Created Powershell - Remotely rename and restart PCs in Active Directory OU, improved device management efficiency
- Created VBA macro to move Outlook attachments to hard-drive w/ link in email pointing to attachments, to allow migration to 64 bit outlook architecture
- Greatly improved the efficiency of management of ID badges database software, using PowerShell to import CSV report, to generate SQL queries to delete/modify badges based on employment status report, leading to 300% increase in efficiency

EXPERIENCE

L2 Support Engineer, US　　　　　　　　　　　　　　　　　　　　March 2019 - May 2020
Endeavor Streaming
- Supported backend/frontend live streaming for high profile clients such NBA, NFL, UFC, Univision, Tigo, PokerGo
- Windows Server/ CentOS Environments with physical machine and AWS instances deployed
- Deployment of machines to receive push of HLS, RTMP, internal protocol/decklink/Blackmagic feeds
- Troubleshooting application issues -recycling services, examining log files/HAR files, system resource management
- End to end workflow support- from signal acquisition, video transcoding, pushing to CDN (Akamai, Fastly), frontend streaming
- Investigate/resolve issues related to live streaming & VODs, checking XML, JSON JS feed files, authorization issues
- Handle/escalate bugs/issues via JIRA ticket system to development, QA and with follow-ups and updates to clients

IS Support Specialist, NY District　　　　　　　　　　　　　　　　Sep 2015 - March 2019
Expeditors
- Technical Support for over 250 in-house users across 3 offices in a team of 3 in the New York area to ensure smooth operations. Handled most tickets out of team in region
- Troubleshoot deskside/remote user incidents / Windows Server /light Unix administration
- Workstation deployment/upgrades/repairs - PowerShell/cmd scripts for repetitive tasks

EDUCATION

AppAcademy - *Highly selective program web development program with a 3% acceptance rate.* 2020
Stony Brook University - *BSe Information Systems* 2015, GPA: 3.3