Justin Lamb

justinlamb.org | github.com/jalamb5

Skills

Languages / Frameworks: Ruby, Javascript, Python, HTML, CSS, Ruby on Rails, React, TailwindCSS
Tools: Git, Github, PostgreSQL, RSpec, Minitest, Jest, Vite, Jira, Confluence

Experience

Full Stack Web Development Training, Self Led – San Francisco, CA   2022 – Present
- Retrained as a web developer after over a decade in the tech industry working in operational, product analysis, and program management roles.
- Completed a variety of curricula including The Odin Project, Ruby on Rails Tutorial, Automate the Boring Stuff with Python.

Program Manager - Bundling, Boku Inc. – San Francisco, CA   2019 – 2021
- Resolved years-long backlog of feature and documentation requests within the first year, resulting in massive improvement of working relationship between Boku and Apple. Launched the largest cohort of carrier integrations in program history.
- Managed relationship and ongoing program with Apple Inc. of API integrations and launch of bundled subscription products with mobile carriers around the world. Coordinated internal resources to ensure program success, milestone delivery, and product improvements. Leader of project manager Scrum activities.

Product Specialist - Platforms & Infrastructure, Fitbit Inc. – San Francisco, CA   2017 – 2019
- Reduced platform related support costs by 30% year-over-year in 2018. Implemented direct linking of tickets between SFDC and Jira to more accurately track contact volume.
- Quantified customer support data to drive cross-functional teams in scoping work, fixing bugs, and releasing new products. Managed NPI readiness for new software products and managed ongoing support for site and software services for Support organization.

Product Specialist & EMEA CS Lead, Guidebook Ltd. – London, UK   2015 – 2017
- Led, trained, and hired CS team at early stage EMEA HQ. Onboarded new Account Executives. Presented product demos and training at tradeshows, sales events, and for Oxford University.
- Drove product localization updates for the EMEA market with our software development team in San Francisco. Built and deployed event apps (iOS, Android, Blackberry) using Guidebook's CMS for clients including ReedPop, MasterCard, and Johnson & Johnson. Created internal training wiki for Customer Success team.

Sr. Customer Success Associate, Guidebook Inc. – Palo Alto, CA   2014 – 2015
WW Retail Service Operations Intern, Apple Inc. – Cupertino, CA   2013 – 2014
Genius Admin, Apple Inc. – Lexington, KY   2011 – 2014

Projects

Discworld Shuffle   github.com/jalamb5/discworld-shuffle/
- Memory game built using React and Vite

Battleship   github.com/jalamb5/battleship
- Classic game of Battleship with an AI opponent. Built using JS, TailwindCSS, and HTML

Socialize   github.com/jalamb5/Socialize
- Social media style app, built using Rails, Ruby, JS, CSS, and HTML

Connect Four   github.com/jalamb5/connect_four
- Terminal based implementation of Connect Four game built using Ruby and RSpec

Education

University of Kentucky – Political Science
Scrum Alliance – Certified Scrum Master (CSM)