# Jenna Palmer

*Senior Full-Stack Software Engineer*

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## EDUCATION

**B.S. in Computer Science**                                                                                        **2014 - 2017**

Webster University - St. Louis, MO

## WORK EXPERIENCE

**Sr. Software Engineer**                                                                                   **April 2022 - Jan 2023**

Booking and Reservation Team, *Alaska Airlines - Portland, OR*

- Worked on the number one revenue-producing team at Alaska Airlines: their Booking and Reservation team. Managed intaking passenger information, and contact data, booking their reservation and collecting payment via third-party vendors (Apple Pay, Uplift, Click to Pay) and credit card payment.

- Problem-solved bugs on the monolithic legacy application and developed new features and experiences in their unique and yet-to-be-launched modernized booking experience. Integrated third-party applications and vendors to ensure customers had the best experiences possible when booking.

- Utilized Next.js and React.js in a Test-Driven Development environment and paired daily to ensure all code was appropriately tested and maintained. Contributed and maintained the Back-end-for-front-end architecture model, where we aliased internal API calls to Alaska's Resources from Next.js's Node.js server.

- Onboarded five new members onto the team and taught them about the application and how they could contribute as quickly as possible. Spent time with the junior candidates to ensure their knowledge of the tech stack was well-rounded and articulated.

**Software Engineer II**                                                                            **November 2020 - April 2022**

Managed Airflow Platform, *Nike - Beaverton, OR*

- Maintained the product responsible for assisting Data Scientists in creating and maintaining data pipelines via the Apache Airflow product, the Managed Airflow Platform.

- Supported internal Nike engineers in resolving their faulty Airflow Cluster configurations and MAP-product-related bugs, including meeting with customers and stakeholders often to work on platform stability-related work.

- Created new features, components, and tests in the React.js application used by the Data Engineers to monitor their Airflow Cluster stats. Maintained and debugged issues with the MAP team's API, written in Python, enabling teams to spin up Apache Airflow clusters via API and GUI.

- Implemented new features onto the MAP Product, such as: allowing customers to create clusters on China AWS Servers, allowing default fields upon cluster creation, and streamlined UI with bug fixes and new component additions. Designed and launched a slack-based app that allowed the team to track support threads via emojis.

**Technology Consultant**                                               **April 2020 - October 2020**

*Slalom Consulting – Portland, OR*

- Assisted clients in planning their COVID-19 strategy for technological growth during the pandemic. Notated critical pressure points clients faced as they worked through their new remote workforce. I also brainstormed solutions to their business problems.
- Designed a security architecture model for an internal, Tableau-based reporting system that allowed the client to stop outsourcing their reporting needs to other companies.
- Migrated client applications and data from Ubuntu 14 servers to Ubuntu 16 servers utilizing AWS and CloudFormation scripts.

**Software Engineer II**                                               **April 2019 - April 2020**

Unite Web SDK, *Nike - Beaverton, OR*

- Maintained Nike's public Web SDK and enabled 'login with Nike' capabilities to both internal and affiliated websites.
- Developed new product featured in JavaScript and deployed to an AWS-based production environment, utilizing Nike's Jenkins Pipeline solution (BMX), and monitored those deployments using New Relic analytics.
- Contributed to the project re-write as they transitioned from a vanilla JavaScript application to React.js; wrote End-to-End (E2E), Unit, and Integration tests for all contributed code.
- Personally encouraged accessible solutions in the rewrite and contributed to adding an accessibility library and testing suite into the new project's codebase.
- Worked with Apple-Affiliated engineers to integrate the 'Sign in with Apple' UI into mobile versions of the SDK.
- Provided live, on-site support for significant shoe launches on Nike.com to ensure bot traffic was appropriately mitigated and the login success rates remained steady.

**Technology Consultant**                                               **January 2018 - April 2019**

*Slalom Consulting - St. Louis, MO*

- Developed a mobile application in React Native to provide the client's customers with more detailed, weather-based recommendations regarding the application of a federally regulated pesticide. The app is RXXtend Spray by Bayer AG and is available on google and the App Store.

- Designed and created custom Vue components utilized in an AEM environment. Also, I hosted an educational session on the best practices of Git Management and Git Flow to ensure the new design system was appropriately maintained.
- Utilized Google Maps API and microservices to display the national status of the client's telecommunication hubs across the US in an easy-to-use, map-based dashboard written in Angular 2.0. Implemented logic on real-time data as it appeared on the map to visually show when outages increased or decreased.

## SKIL

| | | |
|---|---|---|
| JavaScript | Docker | Python |
| React.js (class-based & functional) | Apache Airflow | Mocha |
| Next.js | Amazon Web Services | Cypress |
| Typescript | Kubernetes | Selenium |
| Jest | Node.js | Communication |
| React Testing Library | Vue.js | Leadership |
| Enzyme | Angular 2.0 | Decision Making |
| State Management (X-state, Recoil, Redux, etc.) | HTML(5) | Mentorship |
| | CSS(3) | Team oriented |
| | Material UI / Bootstrap | Growth focused |

## EXTRAS

- Participated in and won Alaska Airline's Summer Hackathon 2022 with an idea that would increase user accessibility during customers' plane boarding process. The proposed project increased passenger accessibility during their plane boarding experience; I was told the idea would be iterated on and possibly added to future passenger experiences.
- Volunteer regularly with DevelopThis, a career services program built to help new Bootcamp graduates understand the skills they need to secure their first in industry position. Personally host a weekly coding challenge to help prepare students for technical interviews in a safe and accommodating environment.
- I was given six internal accolades during my time on Nike's MAP Team; Efforts stemmed from my leadership in onboarding 30+ members collectively from our newly adopted offshore team. Met with project management regularly to ensure their onboarding was going smoothly, and within two months, they could relieve a significant portion of support inquiries from the MAP team engineers.
- Minored in Spanish and Data Analytics.