

# Jacob Rico

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## WORK EXPERIENCE

### **Senior Software Engineer (Front End), SoFi - 2020-Present - Bremerton, WA (Remote)**

- Designed and implemented self service flows for services that were originally only able to be done by back office operators. By taking complicated SOPs and creating user friendly UI flows that the end consumer could walk through themselves, we ended up cutting customer support calls by over 40%.
- Reworked our transaction dispute system to create a questionnaire that is procedurally generated based off of a 3rd party service's API. This instantly added support for multiple dispute pathways instead of just one pathway that was already coded and also makes future expansions to the system be able to be added without additional coding needed on the front end.
- Lead my team as the front end expert and was able to help new members get onboarded to our multiple front end repos as well as mentor them and guide them through front end best practices.
- Converted multiple UI flows from Native Mobile to Flutter as one of the first adopters of Flutter at SoFi.

### **Front End Developer, Objective Ed - 2018-2020 - Seattle, WA (Remote)**

- Sole JS/React developer. Designed, implemented, and maintained two core applications used by special education professionals over multiple states in the US and Canada in order to gamify learning for students.
- Worked directly with CTO to plan and architect the application, and was able to make pivotal decisions on the fly to make sure we are best serving our clientele and working as efficiently as possible.
- Designed a platform in which special needs professionals can create goals for their students that directly link to our game system and show learning trends with real time graphing dashboards using a D3js based library.
- Implemented a support chat system and traffic logging system utilizing a Node.js server and Mongo database.
- Extended our reach to non-English speaking users by adding full localization support for Spanish and French speaking users as well as full accessibility support for the visually impaired and other ADA compliances.

### **Full Stack Engineer, OOSA - 2018-2019 - New York, NY**

- Added searching capabilities, chat functionality, and an Admin page to the already existing barebones React app and helped the company founder keep the existing codebase up-to-date and working efficiently.
- Added AWS capabilities (EC2, RDS, Route53, S3) and made the existing React app ready to ship and prepped for scaling once we add in their existing customer-base of over 1000 dental professionals and practices.

### **Operations Supervisor, Warby Parker - 2014-2018 - New York, NY**

- Improved Warby Parker's ability to serve customers and optimize their shopping experience by creating smart zoning sheets and dashboards that made for an approximate 10% increase in bookings per store and 3-5% increase in conversion in the market overall.

## TECHNICAL SKILLS

**Proficient:** JavaScript, Node, React, React Native, Flutter

**Knowledgeable:** Vue.js, Kotlin (Android), Swift, Python

## EDUCATION

**2018, Software Development Flex Immersive, Fullstack Academy**

**2013, B.A. in Theatre Arts - Acting, CSU Fresno**