Juliet Shin

Software Engineer

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Technical Skills

Javascript, Node.js, React/React Hooks, Redux, Express, TypeScript, Apollo GraphQL, Git/Github, React Testing Library, Mocha, Jest, HTML5, CSS, CSS Modules, Sass, webpack, Babel, NPM, MySQL, MongoDB, Jira/Confluence, Docker, Splunk, Jenkins, Bitbucket, WebdriverIO, Perl, PHP, AWS [Basic]

Professional Summary

Seasoned full-stack engineer with over 20 years of hands-on experience developing both client-side and server-side applications. Demonstrated expertise in architecting, developing, and delivering robust, scalable front-end and full-stack solutions.

Experience

PAYPAL | TECH LEAD | SAN FRANCISCO, CA | *JAN 2022 - APR 2023*

- Led frontend, agile development team to create scalable products for the checkout payment process using React-based node apps, with TypeScript and Apollo GraphQL.
- Created new features for payment options, including "PayPal Credit" and "Pay Later" products, which helped to increase checkout conversion rates and user engagement. Collaborated with product, backend developers, UX/UI design, analytics and architects, to successfully complete projects.
- Mentored developers, provided technical direction for team, led scrum ceremonies, managed and organized tech debt backlog, and conducted in-depth peer reviews.
- Performed comprehensive testing and quality assurance of applications, across various browsers to guarantee cross compatibility and optimal user experience.
- Regularly investigated and resolved Failed Customer Interactions and participated in live support on-call rotations to support incidents.
- Built accessible web applications and incorporated automated accessibility tests
- Conducted and oversaw releases for checkout apps across CI/CD pipelines.

PAYPAL | EXPERT PROGRAMMER ANALYST | SAN FRANCISCO, CA | *NOV 2015 - JAN 2022*

- Built, owned and maintained the remittance application for the online money transfer service, rewriting the code to make it more scalable and reusable using Node.js, React, Express, and Redux on virtual environments using Docker containers.
- Played a pivotal role in enhancing Xoom's transaction flow by seamlessly integrating it with PayPal's platform, resulting in increased traffic and conversion rates for the send money process. Led a team in the successful incorporation of PayPal's visual identity into Xoom's website, leveraging customized node libraries and adopting a mobile-first approach to develop highly responsive pages.
- Key contributor in a major redesign project to update and optimize email templates. Conducted comprehensive testing across various email clients and operating systems using specialized email testing platforms, such as Email on Acid, ensuring consistent rendering and functionality.
- Oversaw app releases, and monitored metrics, errors and failures using Splunk and Grafana, and tested page performance using Lighthouse and WebPageTest tools.
- Contributed to the development and upkeep of shared node libraries responsible for managing authentication, analytics, cookies, localization, metrics, and A/B testing across our node applications.
- Collaborated closely with backend and front-end developers, product managers, UX/ UI designers, analytics specialists, and QA teams in agile development environments, fostering seamless communication and efficient teamwork.
- Led efforts to prioritize web accessibility, and helped establish accessibility testing standards using VoiceOver and browser tools, such as WAVE and axe-core

XOOM CORP | EXPERT PROGRAMMER ANALYST | SAN FRANCISCO, CA | *JUL 2011 - OCT 2015*

- Developed and maintained new pages and functionality for a multi-year, total redesign of the send-money transaction flow, working with a small team of front and back-end developers, product and designers. Development was done using mobile-first approach, and accessibility was prioritized. Pages were built using JavaScript, JQuery, JSP/JSTL, Freemarker, HTML5, CSS, Bootstrap grids for layouts and Sass preprocessor.

FORWARD MANAGEMENT | FRONTEND DEVELOPER | SAN FRANCISCO, CA | *AUG 2003 - JUL 2011*

- Designed, created and managed four company websites for Forward Management, an investment management and advisory firm.
- Websites built using HTML/CSS/JavaScript/PHP/MySQL, and employed analytics tracking using Google Analytics.

LOGICIEL, INC | PROJECT MANAGER/PROGRAMMER | ALAMEDA, CA | *AUG 2002 - JUL 2003*

- Programmed applications using VB6 and VB.NET for Logiciel's retail products.
- Responsibilities included project management, programming, creation of product manuals, QA, technical support and liaison to our clients.

ASIAN AMERICAN THEATER CO | WEB DEVELOPER | SAN FRANCISCO, CA | *FEB 2002 - APR 2003*

- Designed, built and maintained theater website, and created flyers and postcards for performances.

DIGIGUYS | PART-TIME CONTRACTOR | SAN FRANCISCO, CA | *APR 2002 - JUL 2002*

- Developed web pages for clients using VBScript, ASP, Transact SQL, MS Access, HTML, DHTML, CSS, JavaScript, and some ASP.NET. Participated in marketing strategies and research.

EMBARK | WEB DEVELOPER | SAN FRANCISCO, CA | *JUL 1999 - OCT 2001*

- Developed tools using ASP, VBScript, HTML, CSS, JavaScript, and MSSQL.
- Worked with partner companies, such as FT.com, NBCi and Wired Scholar to create their jump pages to and from the Embark site.
- Assisted in database design and re-architecture of Embark's data model for school searches and listings.

Volunteer

TAPROOT FOUNDATION | WEB DEVELOPER | SAN FRANCISCO, CA | *OCT 2001 - JAN 2002*

- Created a website for the Equal Rights Advocates non-profit organization, working closely with an Information Architect and Graphic Designer.

Education

UNIVERSITY OF CALIFORNIA BERKELEY | GEOLOGY

Training and Certification

SPLUNK CERTIFIED USER - 2017

UNIX/LINUX SYSTEM ADMINISTRATION CERTIFICATION, UC BERKELEY EXTENSION - 2010