

Kelly Popko, Software Engineer

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[LinkedIn](#) | [GitHub](#) | [SourceHut](#)

PROFESSIONAL SUMMARY

Software Engineer passionate about building **user-first software** with **Ruby on Rails**, Nodejs, and React. *Persistent learner* with strong **debugging**, **TDD**, and **API integration** skills. *Skilled communicator* who navigates challenges and drives project momentum by clarifying stakeholder needs. Background in *QA, Customer Experience, Supply Chain, and Fulfillment*.

SKILLS – QUALIFICATIONS

Language/Frameworks: *Ruby*, Ruby on Rails, RSpec, Minitest, JavaScript, React, Cypress, Python

Tools: *Git*/GitHub/SourceHut, Vim, tmux/zellij, ssh, scp, SQL/Postgres, Heroku, Buildkite, Vercel, Sidekiq

Focus Areas: Integrations (E-commerce, Supply Chain/Fulfillment), Automation, Pairing, Cross-Functional Collaboration, Critical Thinking, Empathy

PROFESSIONAL EXPERIENCE

SERTA SIMMONS BEDDING | Atlanta, GA (Fully Remote)

09/2018 - 01/2024

Serta Simmons Bedding is one of North America's largest mattress manufacturers, selling direct-to-consumer and through major retailers.

Software Engineer

05/2022 – 01/2024

- Maintained an in-house **Node.js** Chrome extension for task automation, saving **thousands** in manual labor costs, and improving stakeholder experience.
- Improved **CRM accessibility** (Ruby on Rails) and UX for supply chain users.
- Integrated **Shopify** order data with the Rails backend to handle shipping fees, sales tax, and recycling fees — supporting **100% migration** of website orders with accurate processing.
- Parsed line-item tax data from **Shopify** and **Stripe** APIs, improving tax accuracy for all direct-to-consumer orders that previously used order-level calculations.
- Built core components and test coverage for **Purchase Order (PO)** and **Advance Ship Notice (ASN)** Electronic Data Interchange (EDI) integration, maintaining reliable order processing for direct-to-consumer sales.
- Triage defects and prioritized fixes to prevent post-launch issues, ensuring positive user experiences.
- Delivered new features and fixes in **Rails** and **React** apps, supporting major e-commerce launches and data migrations.

Software Quality Analyst

05/2021 – 05/2022

- **Led** integration testing, manual QA, and UAT for a **cross-functional referral program**, resulting in a **successful launch** with *zero defects reported* post-launch.
- Updated and **wrote** tests in the **Cypress** test suite—fixing existing tests and adding test coverage as needed.
- Resolved **production bug tickets**, showcasing problem-solving skills and attention to detail, contributing to software quality.

Customer Experience Specialist, Partnerships

09/2018 – 05/2021

- **Co-created guided warranty intake system** for Tuft & Needle using Typeform integrated with Google Sheets. Significantly reducing contacts per order, streamlining processes for customers and CX alike. Implemented process for additional company brands.
- Processed bulk vendor orders and handled specialized B2B2C partnership customer cases. Collaborated with specialized CX teams to assist both associates and customers.
- Wrote **shell scripts** to **automate** repetitive bulk order processing tasks using **Bash**, optimizing efficiency by 50% and reducing room for human error. Automation work consulted for official company programmatic solution.

TUFT & NEEDLE | Phoenix, AZ (Fully Remote)

05/2012 – 09/2018

Tuft & Needle is a direct-to-consumer mattress and bedding brand known for pioneering online mattress sales, focusing on customer-first service and operational efficiency.

Customer Experience Specialist, Enablement

05/2012 – 09/2018

- Wrote, maintained Confluence documentation, e.g. product information, product returns, warranty cases, third-party certifications—ensuring clarity, accuracy, and accessibility for Customer Experience teams, contributing to a high Net Promoter Score (NPS).
- Developed, led company-wide new-hire training on 1Password and shipment/fulfillment processes, ensuring secure onboarding and operational consistency.

PROJECTS, VOLUNTEERING, OPEN SOURCE

- 07/2025 - **RailsConf2025 Lightning Talk**: '[You might want a data object if...](#)' showcasing Ruby's Data class and how and when to use it to simplify object design and reduce bugs.
- 05/2025 - TempConverterCLI: **Ruby library and CLI**, converting temperatures between seven+ units.
- 10/2024 - present - Organize and co-lead small monthly **open source group**, triaging issues, exploring open source projects with Pull Requests accepted ([Ruby Gnome](#), [Exercism](#), [The Odin Project](#)) fixing errors and improving clarity.
- 01/2025 - present - Teach 1:1 English (ESL), student progressing from B1 to B2 competency.
- 06/2024 - present - Exercism **Mentor**: Ruby, Python, JavaScript tracks. 39 students with 100% satisfaction rate ([Exercism Testimonials](#)).

CERTIFICATIONS, COURSES

- 01/2025 - Version Control with Git, Dynamic Web Applications with Sinatra, Udacity
- 09/2024 - SQL (Basic) Certificate, Hackerrank
- 04/2022 - JavaScript Algorithms and Data Structures Certification, freeCodeCamp (JavaScript, HTML, CSS)
- 06/2021 - Introduction to Programming Nanodegree, Udacity (Python, JavaScript, HTML, CSS)

EDUCATION

Bachelor of Arts - University of Wisconsin - Milwaukee, WI