FIRST LAST

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PROFESSIONAL EXPERIENCE

Resume Worded, New York, NY   Jun 2018 – Present
Software Developer
- Created a new system that tracked and examined customer data, increasing sales by 23% within 32 days of implementation.
- Conceived and introduced an automated email response system, which reduced response time to 3K email messages by 71%.
- Saved 13 person-hours daily by writing scripts to automate 25 tasks like database backups, restores, and server provisioning.
- Developed a user interface as a single-page application using React and MobX, which increased the productivity of 10K users by 87%.

Growthsi, New York, NY   Jan 2015 – May 2018
Software Tester
- Introduced the idea of bug fixing during graveyard shifts, which led to a quarterly savings of $950K in labor costs.
- Championed a major decision to abandon 17 projects by discovering critical defects in a high-level application worth $2M
- Completed and achieved the launch of 15 products within 35 days with a moderate error rate of 1%, an improvement over previous years.
- Performed penetration tests with zero-day vulnerability discovery devices on 25 internally developed applications; identified that 75% of the software code was vulnerable to attack.

Resume Worded Exciting Company, San Diego, CA   June 2010 – Dec 2014
IT Support Engineer
- Overhauled Growthsi help desk by reducing average ticket time from 7 business days to 30 minutes in the first month of employment.
- Contributed to developing a new access system that reduced 65% of data collection by completing 25 projects on schedule with zero server downtime.
- Established a naming convention for all files and identified 18 process improvement opportunities, reducing helpdesk calls from 27% of total IT calls to <2%.
- Developed an automated software to resolve customers' issues based on user performance analysis and error reports; reduced resolution time from 24 hours to 15 minutes.
- Saved the company over $78K in repair costs by performing data recovery after its server was destroyed by malware.

EDUCATION

Resume Worded University, San Francisco, CA   May 2010
Master of Science; Major in Information Technology

SKILLS

- Technical Skills
- Industry Knowledge
- Tools & Software

- Docker Products
- Software Development
- Maven

- Web Development
- Agile Methodologies
- Microsoft Visual Studio

- Coding.
- .NET Framework.
- Jenkins