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SUMMARY

Results-driven engineer with experience in application development and modernization. Skilled in React.js, frontline collaboration, and user experience design, contributing to increased operational efficiency and faster customer support outcomes.

SKILLS

- Customer service
- Software migration
- Application modernization
- Frontline collaboration

- React / React Redux
- Javascript
- User experience design

EXPERIENCE

Engr III Cslt-App Dev
Basking Ridge, New Jersey
Verizon/ Dec 2023 to Current

- Executed ACSS service change modernization in collaboration with a six-member cross-functional team, improving deployment speed by 25%, and reducing service downtime incidents by 15%.
- Integrated Micro Front-End (MFE) architecture into the ACSS application, boosting modularity and code reusability by 40%, while cutting development turnaround time from 2 weeks to 5 days per release cycle.
- Reduced frontline cognitive load by 30% through the deployment of AI-driven enhancements within ACSS, including AI quote generation, call/contact summarization, and generative content creation tools, resulting in 10–15% faster case handling and higher agent satisfaction scores.
- Led the transformation of the Inside Sales application into ACSS, consolidating systems for 500+ sales representatives, and laying the foundation for retiring the legacy BAU sales model, projected to save $250K+ annually in maintenance costs.

VLDP - Technology Engr
Basking Ridge, New Jersey
Verizon/ Jun 2020 to Dec 2023

- Led the transition from WebEx to BlueJeans, supervising a pilot across 50+ retail locations, and driving a nationwide rollout of the Video Assist platform — improving remote troubleshooting efficiency by 30%, and reducing customer resolution times by up to 5 minutes per case.
- Collaborated with over 200 frontline employees to collect and analyze usability feedback, resulting in interface enhancements that boosted agent adoption rates by 25% and improved average customer support speed by 3 to 5 minutes per interaction.
- Partnered with cross-functional teams to migrate the Customer Service (ACSS) application codebase to React.js, achieving a 10% faster rendering time and enhancing application stability, maintainability, and scalability for 1,000+ daily users.
- Authored and implemented detailed tracking documentation for the Call Companion Project, ensuring 100% project traceability, improved cross-team communication, and clearly defined requirements to guide future feature development..
- Drove HID system enhancements, leveraging HumanFirst AI-driven analysis tools, optimizing speech-to-intent accuracy by 15%, and improving customer interaction quality across multiple service channels.

EDUCATION AND TRAINING

Computer Science
University of North Carolina At Charlotte Jun 2020
Charlotte, NC