



SUMMARY

Dynamic engineer specializing in application development and modernization with a strong focus on React.js and user experience design. Proven ability to enhance operational efficiency through innovative solutions. Adept at collaborating with teams to drive technological advancements and improve customer support.

SKILLS

- Customer service
- Software migration
- Git - CI/CD - Agile
- Frontline collaboration
- React / React Redux
- Javascript / TypeScript
- User experience/Application modernization
- CSS / HTML / Jest / Figma / Jira

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 30,000+ sales representatives, and laying the foundation for retiring the legacy BAU sales model, projected to save \$250K+ annually in maintenance costs.

Verizon Leadership Development Program - Tech Engr

Basking Ridge, New Jersey

Verizon / Jun 2020 to Dec 2023

- Led the transition from WebEx to BlueJeans, supervising a pilot across 1,600+ 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 30,000+ 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

WEBSITES & SOCIAL LINKS

- <https://github.com/leoherman>