

Dublin, Ireland  
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# Frank Pierce

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frankpierce.me

## Education

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Dublin, Ireland

Dublin City University

Sep 2016 | Jun 2021

- BSc in Enterprise Computing.

## Work Experience

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Graduate Analyst Tester

FNZ

June 2021 – 2022

- Liaised with clients to identify and define key features, aligning them with the core functionality of the FNZ platform, resulting in the development of comprehensive User Stories.
- Utilised Test Driven Development (TDD) methodologies and effectively developed test cases, working closely with development teams to build and implement components.
- Conducted thorough manual testing of components, as well as system integration and regression testing, to ensure overall functionality and performance.

Technical Support Intern

Coupa Software

March 2020 – October 2020

- Successfully led and managed entire case channel, resulting in a significant increase in customer satisfaction and reduction in average response time.
- Proactively identified and resolved technical issues through effective collaboration with the engineering team, resulting in the design and implementation of effective solutions.
- Provided comprehensive training to replacement team members, and developed streamlined templates to improve overall efficiency and productivity.

Retail Manager

Carrolls

March 2018 – May 2021

- Demonstrated strong leadership abilities by successfully managing and training a team of over 20 employees, effectively delegating responsibilities to internal teams.
- Achieved exceptional results by consistently exceeding key performance indicators (KPI) targets, including average spend and customer footfall, resulting in winning 'Store of the Year'.

## Projects

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- **Spotlist** (<https://github.com/lleeeaaannn/spotlist>) A Full-Stack Progressive Web Application which seamlessly transforms concert setlists into Spotify Playlists. Built upon the React framework with a Node backend developed with Express.js and hosted on an AWS EC2 Instance.
- **Stockle** (<https://github.com/lleeeaaannn/stockle>) A Wordle-like game built with vanilla Javascript and styled with SCSS which uses stock tickers instead of words. Stockle has over 500 weekly users and is designed to replicate all of Wordle's core functionality.
- **Optioncent** (<https://github.com/lleeeaaannn/optioncent>) A web application delivering stock option prices as a percentage of their underlying asset's value providing traders a data focused perspective on investment strategies. Built with React and styled with Tailwind, Optioncent seamlessly integrates with the Tradier API, performing custom calculations to deliver unparalleled insights.

## Technical Skills

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- Languages: Javascript, Typescript, HTML, CSS
- Frameworks & Libraries: React, Express.js, Node.js, Chart.js, Tailwind, SCSS
- Tools: Git, GitHub, Webpack, Jira, Command Line, AWS (EC2, S3, API Gateway)