Margaret Adams

Frontend Software Engineer ○ Portland, OR

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Experience

Frontend Engineer II — **Sept 2017 - Present**
Frontend Engineer I — **Jan 2016 - Sept 2017**
Simple Finance Technology Corp // Portland, OR

- Implemented a variety of new features on the customer facing banking application in React/Redux, integrating with many internal and external APIs and third party services (Salesforce, Plaid, Segment, IDology)
- Helped refine plans to deliver as much as possible and found ways to cut scope that minimally impacted end users
- Proposed plans to the company for a customer education product enhancement and had the plan approved for development
- Organized two learning groups with 6-8 engineers across levels and departments meeting biweekly: a Typescript book club and a group participating in our mentorship program (the latter group earning four promotions across members)
- Worked on a cross functional team focused on improving customer acquisition and onboarding experience, while driving conversion and funding rates
- Provided compassionate feedback on code and documented new systems-- always with the aim of maintainability
- Contributed to and maintained our internal pattern library, recently helping translate and transfer those designs toward a component library in Typescript with Storybook. The pattern library multiplied our productivity and enabled Frontend engineers to move so quickly on new feature development that mobile clients built webview entry points while Frontend built entire flows to create, archive, and view new accounts.
- Found cheap ways to improve the customer experience - during development of paper checks feature, I proposed we build a customer facing option to stop payment on a check rather than only build this feature into our CRM as planned, this would save time for our customers and customer support team.

Internal Engineer (Full Stack) — **Sep 2014 - Dec 2015**
Simple Finance Technology Corp, Portland, OR

- Delivered effective tool updates with little to no design or product support in our internal systems used by the Customer Support team for bank account management, risk profiling and fraud controls, and call center coordination
- Navigated massive legacy Ruby on Rails app with a multitude of Javascript frameworks powering the frontend, switching between React, Ember, JQuery, a custom built framework, Mootools, and vanilla Javascript. Primarily utilized Twitter bootstrap with some custom CSS
- Worked directly with agents to ensure updates met their needs and fit within their existing workflows, while leveraging my own background on Customer Support team to guide thinking

Customer Support Representative — **Mar 2013 - Sep 2014**
Simple Finance Technology Corp, Portland, OR

- Gathered and analyzed data from customer contact to support product recommendations
- Helped customers over the phone, by support message, and on Twitter while consistently achieving top rankings on production and number of customers helped

Recent Projects

Self Service Card Reorder - Lead
Initiative to reduce customer contact, designed user flows and documented backend service changes needed

Salesforce Live Chat Integration - Lead
Integrated SF code into our web app, and coordinated Security, Legal, and Compliance reviews, addressing any findings

Certificates of Deposit, Paper Checks
Create, view, and close CD accounts on web and mobile webviews. Order and track paper checkbook orders.

Skills

React/Redux
Javascript, Typescript, HTML, CSS
Salesforce, Plaid, IDology integrations
Ruby on Rails

Education + Certifications

Scrum.Org
Online // Fall 2020
Professional Scrum Master I

Women Who Code Workshop
Portland, OR // Spring 2019
Beyond the Senior Engineer: Software Architecture 201

Pacific Northwest College of Art
Portland, OR
Fundamentals of UX Design

Lewis & Clark College
Portland, OR
Bachelor of Arts in Sociology/Anthropology, emphasis in Studio Art