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)
- Proposed plans to the company for a customer education product enhancement and had the plan approved for development
- Helped refine plans to deliver as much as possible and found ways to cut scope that minimally impacted end users
- 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
- Contributed to and maintained our internal pattern library, transferring those designs toward a component library in Typescript with Storybook.
- Found cheap ways to improve the customer experience

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

Skills

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

Recent Projects

Self Service Card Reorder - Lead
Initiative to reduce customer contact, designed user flows and documented backend service changes needed. The feature cut contact on the topic by ~20%

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

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

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