

# Mikkel Ridley

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## Summary

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Software engineer with 5+ years of hands-on experience developing reusable UI components for web apps and shipping user-facing features with JavaScript and modern tools & JS frameworks like React, TypeScript, Next.js, and Angular. Proven track record in performance optimization, responsive design, writing high quality, well tested code that meet customer needs. Collaborative communicator known for ability to work with engineers, product managers & designers throughout the product and design lifecycles and expressing technical ideas or issues in easy-to-understand and actionable terms. Brings an additional 5 years of formal team management experience and a history of frequent promotions into lead roles across diverse environments, plus a consistent history of unprompted identification of inefficiencies, taking ownership, and spearheading process improvements. Demonstrated expertise in mentoring, supervising, and driving team success.

## Technical Skills

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- **Front End:** React, TypeScript, Next.js, Angular, JavaScript (ES6+), SCSS, Material UI.
- **Blockchain / Web3:** smart contract development, interacting with wallets & Ethereum addresses, using ENS, engaging with dApps.
- **Back End / APIs:** RESTful APIs, Node.js, ASP.NET (C#), databases.
- **Build & Deployment Automation / Testing:** CI/CD, Azure, AWS, GitHub/GitLab, Jest testing & TDD.
- **Optimization & Accessibility:** Lighthouse, PageSpeed, profiling, code splitting, WCAG/ADA/ARIA compliance.
- **AI / ML / LLM integration:** Context engineering, workflow orchestration, MCP, RAG, ML, and generative AI concepts.
- **Leadership & Operations:** Team Management, Training/Mentoring, Process Improvement, Technical Writing.

## Accomplishments & Highlights

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- **Autodidact with a growth mindset:** Driven, curious, and with proven ability to rapidly deliver in new technology stacks across diverse environments such as React, Angular, TypeScript, ASP.NET, Jekyll, and Shopify.
- **Performance Optimizer:** Passionate about performance optimization, demonstrated by measurable improvements such as a 25% load time reduction on a Shopify storefront.
- **Above and Beyond:** Committed to code quality and continuous architectural improvements to enhance long term maintenance, as demonstrated by surpassing the project goals at Jefferson Health to deliver a modernized architecture with a dev to production pipeline, integrated version control, and optimized admin panel.
- **Increased Efficiency:** Developed a React-based ticket routing app, increasing IT support ticket routing efficiency, and improving the speed of IT support ticket response times by 3X.
- **Reduced Developer Time:** Created templates for the custom Jekyll static site generator (SSG) framework, reducing developer time from weeks to hours for future site launches using the same template.

## Professional Experience

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### Full Stack Software Engineer

*San Francisco Museum of Modern Art (SFMOMA)* | Sep 2023 - May 2025

- Took full ownership of frontend features for the ticketing platform using JavaScript, ASP.NET (C#), HTML5, and SCSS, resulting in a more user-friendly interface and increased customer satisfaction.
- Implemented ADA/ARIA accessibility enhancements using tools like Axe Devtools, and performed QA across the entire site to ensure the site was truly accessible, improving usability for diverse users, ensuring compliance with legal and accessibility standards.
- Collaborated with Product and Design to define requirements and deliver UX/UI improvements based on a design system.
- Initiated Jest testing framework adoption, enhancing code quality and supporting automated test suites.
- Created internal GUI tools simplifying CRM data updates for non-technical users.

### UI/UX Developer

*Intrinsic (Alphabet/Google) via Nelson Connects (Contract)* | Jan 2023 - May 2023

- Built modular UI components using a design system, the Material UI component framework, Angular.js, TypeScript, HTML5, and SCSS for enterprise workflow tools, enhancing user interface consistency.
- Partnered with product managers, designers, and engineers to translate prototypes in Figma into functional features, improving user experience.
- Collaborated with senior engineers to deliver end-to-end features across the frontend through code reviews and Agile sprint planning, maintaining high code quality and project velocity, leading to more efficient project timelines.
- Integrated directly with Google's proprietary monorepo build and deployment pipeline (Piper/Bazel, Kubernetes), leveraging automated testing, selective builds, and large-scale CI/CD processes to ensure robust application performance.

### Front End Software Engineer

*Jefferson Health via TekSystems (contract)* | Nov 2021 - Jan 2023

- Collaborated on development of an internal IT support ticket routing app using React and TypeScript, improving ticket routing efficiency and enhancing response times by 3X, directly benefiting support operations.

- Owned end-to-end technical design and delivery of frontend features and custom Shopify build using HTML5, JavaScript, SCSS, and Liquid, enhancing user experience and increasing site engagement.
- Collaborated with internal designers to implement a new design system—including updated logo, color scheme, and UI component standards—ensuring pixel-perfect code and consistent branding across all digital properties.
- Migrated the storefront from Shopify 1.x to Shopify 2.0, converting all templates, modernizing code, and introducing best practices for performance and maintainability, doubling admin panel responsiveness.
- Established and documented a robust version control workflow, transitioning the team from GitLab to Shopify’s GitHub integration, and onboarded all members to the new process.
- Trained the team on Shopify CLI and new development workflows, supporting smooth adoption and improving the SDLC to more modern practices (dev-to-production pipeline, rather than directly updating prod).
- Optimized storefront performance using PageSpeed and Lighthouse, reducing load times by 25%.

## **Front End Software Engineer**

*Dental Game Plan (DGP) | Apr 2021 - Dec 2021*

- Orchestrated frontend development efforts, collaborating cross-functionally to deliver targeted landing pages using React and TypeScript, driving client-specific traffic and achieving SEO and marketing objectives.
- Collaborated closely with founders, designers, and senior engineers to translate designer-provided mockups in Adobe XD into scalable, performant sites using React, HTML, CSS, JavaScript, Liquid, YAML, and AWS, shipping quickly with competing priorities and deadlines.
- Enhanced and extended a custom Jekyll static site generator (SSG) framework by contributing to technical decisions and implementation, resulting in improved framework stability and flexibility for future development.
- Added new templates to the SSG based on feedback from support staff, the CEO, CTO, designer, and clients, enabling rapid deployment of new client sites using the same template, and reducing developer time from weeks to hours for future launches using the same template.
- Updated and optimized new and existing sites for accessibility using Axe, and for performance using PageSpeed and Lighthouse.
- Collaborated with designers, support staff, and developers to create effective web solutions, ensuring timely project delivery.

## **Front End Software Engineer**

*Kul, Inc. | May 2020 - Mar 2021*

- Built a Shopify eCommerce site using React, SCSS, Liquid, and JavaScript, and optimized it using PageSpeed and Lighthouse.
- Installed and configured Shopify apps for advertising, reviews, coupons, to enhance site functionality and marketing.
- Collaborated with founders and engineers to create attractive, high-converting pages from design specs and desired user flows.
- Built and launched integrations with partners and third-party service providers such as pop-up ads and marketing emails, which drove increased user engagement and sales in a fast-paced startup environment.
- Led a full rebranding and migration from Kul to QUL: created a second store, set up version control and a development environment to enable a seamless transition, transferred data, and updated copy, logos, and photos, ensuring brand consistency.
- Built the front end of a rewards system using industry-standard libraries for data visualization and charts (c3.js, d3.js, Three.js) in collaboration with a third-party vendor on their site, enhancing customer loyalty.

## **Manager**

*Marathon Products, Inc. | 2015 - 2020*

- Managed production department employees, provided technical training, and oversaw order processing, resulting in improved team efficiency and reduced processing errors, while reporting directly to the founders.
- Managed Help Desk system and provided tech support for proprietary hardware (data loggers) and software, guiding both clients and employees.
- Identified and troubleshooted IT issues (computers, network, printers), escalating to vendors or MSP as needed; served as liaison to managed service provider managing company servers, ensuring seamless operations.
- Increased documentation coverage 2x by spearheading all drafting, editing, and publishing work; restructured and enhanced the accessibility of technical docs, which led to 30% fewer support tickets and a 75% drop in repetitive issues.
- Implemented formal Help Desk ticketing system from scratch, improving response times by 50% with zero lost tickets since launch.
- Spearheaded Bug Tracking system adoption, increasing bug fix speed by 25% through better collaboration and tracking with both the offshore and local engineering teams.
- Created troubleshooting and assembly guides that reduced repetitive task hours by triple digits annually, leading to increased productivity and efficiency across teams.
- Updated internal document creation processes to improve efficiency and reduce errors, resulting in more accurate documentation and easier access for both employees and customers.
- Took on QA Manager role: administered ISO 9001 standards, managed documentation, conducted and approved internal audits, and coordinated with external auditors.

## **Education**

**Certified Shopify Theme Developer**

**Full Stack Web Developer Bootcamp**, HyperionDev

**Bachelors of Arts in Ceramics & Art History**, Cal Poly Humboldt