

Experience

Adyen Inc - San Francisco, CA

2015 - Present

Developer Support

- Support merchant integrations with Adyen platform using internet technologies (HTML / Javascript / PHP / SQL).
- Provide Tier 1 & Tier 2 support in English and Spanish to merchants and provide troubleshooting and technical support via phone, web-based tools, and email.
- Advise merchants regarding the best implementation practices and also address specific merchants issues.

Revel Systems - San Francisco, CA

2013 - 2015

Quality Assurance Engineer

- Originally hired as a Solutions Engineer, quickly promoted to QA in charge of special projects that required knowledge of the product, various technologies, and customer facing skills. Accomplishments include:
- the creation of processes that allowed our fulfillment office to clone hundreds of iPads a month,
- reproduction of unique client's network / product conditions for odd product bugs,
- development of migration test cases for major product revisions.
- implementation at our corporate office of an enterprise grade Aerohive wireless/wired network and a carrier grade phone switch system which unifying our overseas support team voice communication.
- Occasionally managed a small team of developers on minor product features.

Jackson Family Enterprises - Santa Rosa, CA

2012 - 2013

Sub-Contract: Applications Engineer

- Augmented JFE's brand content management team as an in-house developer while they transitioned from static sites to a Drupal environment for their 40+ wine brands.
- Created custom Drupal modules for unique web experience tailored to the wine industry.
- Corrected browser compliance issues and optimized e-commerce eWinery ship-compliance implementation for customer facing websites.
- Helped with team effectiveness by training and supporting team members with LAMP and AWS stack.

Capper and Associates - Novato, CA

2010 - 2013

Product R&D Support Engineer

- Participated in product development and national launches, including Tooth Tunes and My3D.
- Refined user experience for conceptual iOS app by bringing core functionality closer to the user, minimizing time user had to spend on secondary functions.
- Responsible for the management of unreleased film and audio materials for record label and major motion picture companies.

Niztech - Novato, CA

2008 - 2013

Owner

- Managed several clients from numerous industries including legal, publishing, medical, and others.
- Provided guidance to clients during significant events and decisions (partnership dissolution and remote employee expansion).
- Provided general maintenance on servers, clients, other hardware as well as basic training to employees.

Education / Skills

- Data Structures in C++
- JavaScript (jQuery, AJAX, Angular.js), HTML, CSS, SQL (MySQL, Postgres
- CISCO and Oracle Academy
- Objective-C / Java for Android Development
- Python Django

References

Dave Capper

Client — Toy Inventor, marketing.

Jack Kaiser

Client — Lawyer and small business owner.

Sudhir Kumar

Manager — Manager at Jackson Family Enterprises.

Fredda Kaplan

Manager — Technology teacher private day school.

Alex Bogachek

CTO — CTO at Revel Systems

Song Chin

Manager — Adyen