

# Naoto Abe

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## SUMMARY

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Over 5 years of extensive experience at AT&T, the largest telecommunication company in the USA, with a focus on payment, billing, and agreements services in full-stack development. Recently relocated to Sweden for family reasons and eager to contribute to creating an innovative and sustainable environment.

## EXPERIENCE

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### AT&T

Atlanta, GA

*Software Engineer*

*March 2020 – August 2023*

- **Dispatch Billing and Payment** — Pioneered a tracking feature that facilitated seamless detection and resolution of billing discrepancies. Developed billing and payment features for a full-stack application, supporting over 30,000 technicians and serving more than 100,000 customers. Achieved a remarkable increase in revenue, surpassing \$40 million.
- **Digital Invoice and Agreements** — Automated the invoice and contract signing process by implementing mobile devices. This initiative not only improved customer satisfaction but also led to a significant reduction in manual labor costs. Successfully overhauled legacy code, resulting in a 35% reduction in code volume for both TypeScript and Swift.
- **Customer History for Personalization** — Implemented a historical display of customers' purchases and services for technicians, enabling accurate and efficient diagnosis and personalized solutions.
- **Agile Development** — Led the agile development team supporting a critical application for over 30,000 technicians. Maintained user communication to monitor issues and gathered feedback on features. Ensured continuous review, refactoring, and documentation of the codebase to enforce best practices.

*Associate Software Engineer*

*April 2018 – March 2020*

- **Instant Router Credentials** — Developed the integration of router setup credential services with current apps, allowing technicians to retrieve and update customers' internet router credentials instantly.
- **Posture Helper - Hackathon** — Conducted user research to identify a major issue faced by technicians in AT&T vans – chronic pains from bad posture while sitting at work. Architected technical solutions using mobile apps with computer vision, achieving 3rd place out of 15 teams in an AT&T Hackathon.
- **Development & Collaboration** — Worked closely with cross-functional teams and stakeholders to ensure better UI/UX. Crafted UML for clear communication and integrations across platforms in Enterprise architecture. Incorporated Scrum methodology for efficient project execution. Deployed and monitored features, logs, and APIs with Azure, Kubernetes, and Jenkins.

## CONSULTING

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**Spice IT Global** | *Co-Founder*

*Nov 2023 – Present*

- **Pickle - Video Journal App**— Journaling app for everyone to craft their skills to the next level.
- **Tempus - Training App for Athletes**— IOS app to help softball coaches train athlete's mental clock in game.

**Graphics & Data Animation** | *Explorative Projects*

*April 2023 – Present*

- Generate visuals and animations with JavaScript's canvas-sketch library to create engaging web graphics.
- Create interactive data visualization using D3 to display relationships between multiple geographic statistics.

## EDUCATION

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**Georgia Institute of Technology**

Atlanta, GA

*BS in Computer Science, GPA 3.4/4.0*

*Aug. 2016 – May 2019*

**Georgia State University**

Atlanta, GA

*BA in Film. Minor in Music. Associate's in CS, Dean's List*

*Aug. 2006 – May 2010, Aug. 2016 – May 2018*

## TECHNICAL SKILLS

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**Languages:** JavaScript, Typescript, Swift, Python, SQL (Postgres), HTML/CSS, Java

**Frameworks:** Angular, React, SwiftUI, UIKit, Express.js, NestJS, Flask, Spring

**Environments:** Node.js

**Developer Tools:** Git, Kubernetes, Docker, Azure, VS Code, Visual Studio, PyCharm, IntelliJ, Eclipse, Postman