

Patricia Organ

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Senior Software Engineer

Versatile and dedicated software engineer with 10+ years of experience building impactful products, applications, and features. Leverages dynamic, full-stack development skillset to assess challenges and devise creative solutions with long-term benefits. Compassionate team player who champions positive workplace culture through mentorship and employee-focused programs.

CORE COMPETENCIES

Full Stack/Backend Software Engineering • API & Application Development • Project Management • DevOps
• Continuous Improvement • Agile & Scrum Methodologies • Relationship Management • Testing • Accessibility
• Team Mentorship • Cross-Functional Collaboration • Staff Development & Onboarding • Culture Building
Communication • Quality Assurance

EXPERIENCE

BAZAARVOICE | Austin, TX

06/2018-07/2024

Senior Software Development Engineer

- Enhanced Bazaarvoice infrastructure and back-end operations by expertly developing, testing, and implementing robust applications and features, such as REST APIs for MySQL database. Utilized application development, DevOps, and QA expertise to conceptualize, design, build, and test solutions, ensuring optimal code quality.
 - Shifted responsibilities and operational focus from **Senior Quality Assurance Engineer** (07/2019).
- Led complex technical projects while leveraging Agile and Scrum workflow methodologies to create processes that boosted productivity.
- Served as technical Subject Matter Expert (SME) to address development challenges for team projects, evaluating project requirements and analyzing data to meticulously design efficient plans of action.
- Advanced and diversified team-wide competencies by mentoring on best practices; built strong interpersonal relationships to foster a positive and collaborative workplace culture.
- Cross-functionally collaborated with stakeholders across technical groups, such as platform and front-end development teams, to craft efficient tools and integrations between all applications and systems.

Select Achievements

- Updated various applications and tools to allow for emoji content, which unblocked a potential of 70%-90% of original content that was blocked from using emoji and 20% of imported reviews.
- Led the development of a new API to streamline data authentication, cutting processing time from five days to under one minute for 95% of fraudulent decisions. Coded the solution with DynamoDB, SQS queues, and email reporting, collaborating with third-party vendors and guiding the team through integration.
- Designed and built an MVP PII expiration tool in Node.js on EC2 to ensure compliance with EU regulations, removing PII while preserving anonymous data. Also designed a more scalable solution using AWS Lambda, SQS, and Step Functions for future implementation.
- Appointed to lead the North American onboarding committee for new Engineers, providing technical resources and connecting new hires with internal collaborators for support for 2 years and presented for many years to all hires.
- Instrumental in hiring and onboarding of Belfast, Ireland team with 6 members; trained on functionality of numerous internal systems and tools and company best practices.
- Significantly contributed to company culture of positivity, inclusivity, and empowerment by establishing Ladies Tech Group to build interpersonal relationships and host speaking events with external female technology leaders.
- Fortified team-wide estimation and predictability capabilities after incorporating a tracking tool to monitor and continuously improve project planning and on-time milestone attainment.

BAZAARVOICE | Austin, TX

02/2017-06/2018

Software Engineer

- Promoted following an excellent performance in internship (11/2017), continually expanding full-stack development skillset while serving on numerous teams with projects centered on API back-end services and automation.

Select Achievements

- Elevated UI performance and overall user experiences after building an automation framework from the ground up utilized by numerous internal teams during UI projects.
- Supported Curations, the social media product by creating a comprehensive automation framework for load testing, using WebDriverIO and Blazemeter, adding a valued missing QA testing to the production cycle.

IBM | Dublin, Ireland

08/2015-11/2016

Software Engineer

- Recruited to develop and test numerous email and web product features within progressive Agile, Scrum, and continuous integration-based work environments with global team collaborations.
- Supported automation capabilities across various browsers by performing and delivering Build Verification Testing (BVT) and Functional Verification Testing (FVT) solutions.
- Acted as accessibility lead for two Dublin-based teams with 8 members total, guiding to maintain a high quality of released features.
- Instrumental in development and launching of web email product, IBM Verse, creating multiple critical features.
- Participated in championing cognitive learning and integrating Watson API into the core product, leveraging Design Thinking principles to drive decision-making.

MARINE INSTITUTE | Galway, Ireland

06/2015-07/2015

Software Developer (Internship)

- Joined organization while completing a Higher Diploma at National University of Ireland to nurture software development skills; delivered website updates and improvements via web services and social media APIs.

PHILIPS | Galway, Ireland

09/2010-08/2014

System Support Analyst

- Maximized customer satisfaction with 1.2K end users through tailored on-site and remote application support; served as the primary point of contact between users and second/third-line support specialists and developers.

EDUCATION

NATIONAL UNIVERSITY OF IRELAND, GALWAY | Galway, Ireland

Higher Diploma in Software Design and Development

NATIONAL UNIVERSITY OF IRELAND, GALWAY | Galway, Ireland

Bachelor of Science, Information Technology with Business

TECHNICAL

- Java, Kotlin, JavaScript, React, Spring Boot, AWS (EventBridge, Step Functions, Simple Workflow, CloudWatch), CloudFormation (Stacks & Templates), Docker, GitHub, GitHub Actions, Git, Datadog, LogsIO, Jira, Confluence, EC2, Lambda, API Gateway, SQS, SNS, DNS, WAF, IAM, S3, DynamoDB, RDS (MySQL), MongoDB, Jenkins, BrowserStack, Selenium, Postman

CERTIFICATIONS

- Reactive Programming in Java using RXJava 3.x – ReactiveX, Udemy (11/2020)
- Build Spring Boot Apps with the Kotlin Programming Language, Udemy (10/2020)
- Try Python, Flying Through Python, Real-time Web with Node.js, Ruby Bits, - Code School/Pluralsight (1/2017)