

# Quentin Xiong

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## WORK EXPERIENCE

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### FIS

Milwaukee, WI

*Software Engineer I*

*Jul 2022 - Sep 2024*

- Collaborated with a team of developers, testers, and project managers to design and build RESTful APIs following Agile development practices.
- Provided timely technical support to our clients, resulting in a 96% average client satisfaction rating across products supported by our team.
- Participated in code reviews, providing constructive feedback to team members that resulted in an overall 20% decrease in bug rates.
- Provided mentorship and guidance to new team members helping them to rapidly integrate into our working environment.

*Junior Software Engineer*

*Jun 2020 - Jul 2022*

- Transformed outdated legacy applications into modern, user-friendly applications using Angular and Bootstrap.
- Refactored inefficient code in order to improve application performance and reliability.
- Participated in design and code reviews, collaborating with experienced software engineers and stakeholders throughout the development process.
- Engaged in continuous self learning and attended tech talks, increasing technical skills and knowledge year over year.

### Cedar Sinai Park

Portland, Oregon

*IT Specialist and Web Developer*

*Dec 2018 - May 2020*

- Provided Tier I & II technical support to staff on a daily basis, resolving issues within a 24 hour time frame.
- Design, developed, and maintained a Wordpress based intranet site for staff usage.
- Provided comprehensive training to staff on how to use computer systems and applications efficiently.
- Managed user accounts and delegated file permissions in Active Directory.

### University of Minnesota

St. Paul, Minnesota

*IT Support Technician*

*Nov 2015 - May 2017*

- Provided Tier I help desk support to staff across multiple offices using ServiceNow ticketing system.
- Developed technical documentation for general IT procedures, resulting in increased efficiency and accuracy in troubleshooting.

## EDUCATION

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### University of Wisconsin-Milwaukee

*Bachelor of Science in Information Science & Technology*

## SKILLS

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**Frontend:** Javascript, Typescript, AngularJS, React, HTML, CSS, SCSS, Bootstrap

**Backend:** Java, Springboot, Typescript, NodeJS, ExpressJS, MS SQL, MongoDB

**Testing:** JUnit, Mocha, Chai, Mockito

**Dev Tools:** Eclipse IDE, Docker, Git, Heroku, TravisCI, NPM, Jira, Rally, Jenkins, Visual Studio, Mendix Studio

## CERTIFICATIONS

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- SAFe for Teams Practitioner Scaled Agile (2021)
- Mendix Rapid Developer Certification (2023)