

FULL-STACK SOFTWARE ENGINEER / DEVELOPER

Experienced full-stack software engineer focused on optimizing user experiences and delivering top-notch code. Proficient in crafting responsive interfaces with React and JavaScript, and developing robust backends with Python and Flask. Key player in scaling two tech startups to unicorn status through strategic customer success initiatives. Adept in team-building, project management, and problem-solving, with strong communication and collaboration skills. Eager to leverage technical expertise and drive impactful projects within dynamic teams.

TECHNICAL SKILLS

Languages [Python, Javascript, HTML 5, CSS 3], **Frameworks / Libraries** [Flask, React, Bootstrap, Node.js, NPM, Formik, Yup], **Databases** [MySQL, SQL, PostgreSQL, Sqlite3], **ORM** [SQLAlchemy] **Version Control Systems** [Github] **Tools** [Postman, Jira] **Concepts/Methodologies** [OOP, FP, RESTful API], **Web/Application Servers** [Gunicorn]

TECHNICAL PROJECTS

ShowMate | Lead Software Engineer | Capstone project | [Deploy URL](#) | [GitHub URL](#)

A dynamic concert review and discovery platform to enhance the live music community. Utilized JavaScript and React for the frontend, Bootstrap for responsive design, and Python with Flask for the backend. Integrated PostgreSQL for robust data management and RESTful API principles for a seamless user experience. Enhanced navigation with React Router DOM and secured the platform with Flask-based authentication, data encryption, and secure password storage. **Achieved high Google Lighthouse scores (Performance: 95, Accessibility: 94, Best Practices: 93, SEO: 100).**

FridayFund | Lead Software Engineer | [GitHub URL](#)

Innovative financial management and investment tracking platform. Coordinated team activities, assigned tasks based on individual strengths, and ensured effective communication to meet project milestones. Orchestrated the design and implementation of an engaging onboarding flow using React Bootstrap, optimizing user intake processes and delivering a seamless experience from initial sign-up to full platform utilization.

Catspace | Lead Software Engineer | [GitHub URL](#)

Single-page application using React with createBrowserRouter and RouterProvider functions, integrating React Bootstrap styling. Utilized a separately hosted database and a publicly available API to enable functionalities such as dynamic cat profile creation, search filtering, and interactive profile management. Played a key role in developing [a user-friendly footer](#) and search bar using React Bootstrap, significantly improving navigation ease.

EXPERIENCE

Guideline, Inc. | Customer Success Specialist | Austin, TX 12/2022 - 12/2023

Spearheaded initiatives to streamline support operations amidst a 100% increase in inbound cases. Acted as the final layer of review for escalated cases, ensuring thorough resolution and quality control. Collaborated cross-functionally to redesign workflows and internal tools, reducing resolution times by 30% and increasing customer satisfaction scores by 20%.

Senior Account Coordinator 11/2020 - 12/2022

Initiated and executed a comprehensive data cleanup initiative spanning one quarter, which involved identifying and resolving critical customer workflow pain points. Published 40+ product knowledge documents based on the analysis, resulting in a 25% reduction in the highest inbound case reason in the subsequent quarter, improving overall customer satisfaction.

Qualia, Inc. | Learning & Development (CS) Specialist | Austin, TX 04/2019 - 11/2020

Designed and delivered a comprehensive three-week onboarding course for all new employees, technical and nontechnical, equipping them with platform knowledge and industry insights, leading to a 50% reduction in onboarding time. Developed detailed process documentation and user guides, improving training efficiency by 30% and enhancing user understanding.

Enterprise Onboarding Manager 10/2018 - 04/2019

Delivered specialized technical support and training to users, resulting in a 90% product adoption rate among onboarded customers. This effort contributed to generating nearly \$100K in ARR by ensuring successful product implementation and customer satisfaction.

EDUCATION

Flatiron School | Certificate of Completion (Online program) | 01/2024 - 04/2024
Full Stack Web Development, Python with Flask and JavaScript program

Boston University | Bachelor of Arts - Political Science | Boston, MA Graduation Date: 05/2010