

# Rose Gaban *Frontend Developer*

✉ [rosegaban@gmail.com](mailto:rosegaban@gmail.com)    📄 [rgaban.github.io/](https://rgaban.github.io/)    🐙 [github.com/rgaban/](https://github.com/rgaban/)    in [linkedin.com/in/rosegaban/](https://linkedin.com/in/rosegaban/)

Driven self-taught Frontend Developer with a strong foundation in customer advocacy. I am passionate about problem-solving and adept at crafting long-term solutions that align with customer needs. My unique journey from Customer Success to Development enriches my commitment to create intuitive and user-friendly applications.

## 📁 Professional Experience

**Software Developer**, LaunchPad Lab Nov 2021 – present | Chicago, IL | Remote

Client-facing feature developer who collaborate with colleagues & clients to deliver outcomes & carefully curated products.

- Contribute to the implementation design of a feature through requirements gathering and grooming sessions, and work closely with backend developers to brainstorm and propose tradeoffs and solutions.
- Develop React-based features for web apps, including file uploads & heavy use of forms that rely on API integrations.
- Implement features for mobile applications using Ionic Framework, involving location services and usage graphs.
- Document complex features that follow specific workflows to enable new onboarding members.

**Apprentice Developer**, LaunchPad Lab Aug 2021 – Nov 2021 | Chicago, IL | Remote

Learned from peers on best practices, patterns, and applied my learnings through new feature developments.

- Worked closely with senior developers to understand tasks, and paired to receive feedback & opportunities for growth.

**Customer Success Manager**, Import.io Oct 2019 – Jul 2020 | Saratoga, CA

Advised customers as a technical expert, driving business value and growth.

- Led cadence meetings and business reviews to ensure customer success and identify expansion opportunities.
- Performed risk assessments & worked with teams to mitigate risks and align expectations to ensure SLAs were met.
- Collaborated with the Product and Engineering teams to influence the product roadmap.

**Sales Engineer**, Import.io Nov 2018 – Oct 2019 | Saratoga, CA

Worked with potential and existing customers to enable their use case throughout the sales cycle.

- Scoped, designed, and demonstrated Import.io business value for customer use cases through proof of concepts.
- Performed technical pre-sales activities, including presentations & demos to both technical & non-technical audiences.

**Customer Success Engineer**, Import.io Oct 2017 – Nov 2018 | Saratoga, CA

Built the framework for the Success Team through creation of support processes and best practices from the ground up.

- Offered product expertise regarding client use case through onboarding, working sessions, and health checks.
- Designed and established Import.io Knowledge Base to help the client become self-sufficient.
- Implemented field-engineered solutions to unblock customers while awaiting for features to be part of product offering.

## 💻 Languages, Libraries, Frameworks & Tools

HTML5, CSS3, Javascript, React, Redux, Ionic, Jest, Sass, SQL, Git, Github, Azure DevOps, Figma

## 📁 Projects

**DevKeep**, An application geared for developers, enabling them to take notes while attaching code snippets.

- Built with React & custom CSS for the frontend, and Supabase.io which utilizes PostgreSQL database for the backend.
- Auto-save functionality with a notification system with any add/edit/delete.
- Supports Optimistic UI Rendering for an improved & snappier user experience.

**PawPrint**, A single page application that tracks pet owners and their pet's activities, including feeding time, walks, etc.

- Built with React & custom CSS for the frontend, and Firebase for the backend.

## 🎓 Education

**Bachelor of Science in Business Administration**, University of Nevada, Reno

Aug 2012 – May 2016 | Reno, NV