# Rose Gaban *Software Engineer*

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## 💼 Professional Experience

**Software Developer,** LaunchPad Lab  Nov 2021 – present  |  Chicago, IL | Remote
- Contributed to the creation of Retirement Services Portal, enabling large institutions to automate rollover of IRAs.
- Owned a feature that encapsulated a seamless workflow for the creation of Services Agreements, which encompassed an active role in gathering product requirements, designing a solution, and finally executing development of the feature.
- Collaborated with the client's Salesforce and Integration team to understand their data architecture, establish API contracts, and brainstorm solutions and tradeoffs for where and how business logic should be implemented.
- Took ownership of client-side deployments across all environments, ensuring proper builds and configs for each release.

**Apprentice Developer,** LaunchPad Lab  Aug 2021 – Nov 2021  |  Chicago, IL | Remote
- Took initiative to find a replacement of an internal tool on forms that had a deprecated dependency, and implemented the new tool's use through a client project, and eventually sharing my experiences through a company wide presentation.
- Collaborated with an apprentice cohort to update the LaunchPad Lab's Frontend Onboarding Tutorial by adding a how-to section on Integration Testing with Cypress.

**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, Cypress, Jest, Sass, Git, Github, Azure DevOps, Figma

## 📂 Projects

**DevKeep,** Note taking app for devs, with the ability to attach code snippets.  2021
- 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,** An application that tracks pet owners and their pet's activities.  2021
- Built with React & custom CSS for the frontend, and Firebase for the backend.

**NASA Astronomy Picture of the Day,** An app to view space related images.  2021
- Built with React & custom CSS for the frontend.
- Integrated with NASA's API to obtain images/videos & descriptions with the ability to save favorites using local storage.

## 🎓 Education

**Bachelor of Science in Business Administration,** University of Nevada, Reno  Aug 2012 – May 2016  |  Reno, NV