Rose Gaban *Software Engineer*

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💼 Work Experience

Software Engineer II, Intuit Mailchimp - Customer Data Platform Team   Nov 2023 – Jan 2025 │ New York, NY
- Contributed to the creation of an internal microservice to validate data across the team's data streaming pipeline, providing an admin tool to compare document counts across databases, monitoring dashboards, and active alerting.
- Developed and maintained OpenSearch admin tool to monitor cluster metrics, and worked with the team to establish API contracts for internal usage.
- Collaborated with an internal team to migrate 80% of their traffic into CDP, moving 80% of their traffic and a 45% increase in max query performance.

Software Developer, LaunchPad Lab   Nov 2021 – Oct 2023 │ 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

Kotlin, Spring, Spring Boot, OpenSearch, Wavefront, Splunk, Javascript, React, Redux, Ionic, HTML5, CSS3, Cypress, Jest, Sass, Strikt, Git, Github, Azure DevOps, Jira, 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.

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