

Rose Gaban *Frontend Developer*

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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

- 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, Cypress, Jest, Sass, SQL, 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