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Projects   *more at github.com/rlue*

Web Development

Zammad: An open-source customer helpdesk platform.   `Core Team`

A unified inbox for all your customer correspondences, over any channel—email, telephone, live chat, Twitter, Facebook, Telegram, and more.

Packed with team-management and automation features. Built with Rails + CoffeeScript.

Bulavard: A social media marketing utility.   `Core Team`

Put your CTA in front of any third-party site whenever you share a link. Built with Rails + Vue.js + Foundation. Deployed with Semaphore + Heroku.

Vim Plugins

Getting Things Down: Outlining and TODO shortcuts for GTD in Markdown.   `Creator`

Provides automatic text folding, TODO highlighting, and per-section progress indicators for tracking productivity in plain text files using the Markdown format.

Praise for Technical Writing

@wilson says: "+300, this is a fantastic diff. As soon as a maintainer notices, I hope it gets merged."

(via https://github.com/rbenv/ruby-build/pull/1114)

@DirtyF says: "Much clearer indeed, thanks for this useful addition to the docs ✍"

(via https://github.com/jekyll/jekyll/pull/5912)

/u/frickenate says : "Thank you so bloody much… Your guide was perfect."

(via https://www.reddit.com/comments/6k8nw3/_/dqf6h2f/)

Skills

- 💬 Technical communication
- 🖥️ Ruby / Rails / Roda / RSpec
- 🖥️ React / JavaScript (ES6) / HTML / CSS
- 🖥️ SQL / Relational Databases
- 🖥️ Git

Work History

Full-Stack Developer

Zammad GmbH **2018-Present**

- Migrated a large test suite from Minitest to RSpec.
- Added test coverage for previously-untested core business logic.
- Undertook major refactorings to eliminate incidental complexity.
- Authored & edited official docs, internal literature, and marketing copy.

Bulavard, Inc. **2017**

- Prepared a comprehensive **unit and integration test suite** in RSpec.
- Implemented premium features for paid users.
- Extensively **documented internal API** with YARD.

Education

Online Courses

- Algorithms, Parts I & II **2017**
  Princeton University, via Coursera

- Agile Development Using Ruby on Rails **2016**
  UC Berkeley, via edX

- Introduction to Computer Networking **2015**
  Stanford University, via Lagunita

Formal Degrees

- Bachelor of Arts in Urban Studies and Planning **2010**
  UC San Diego