Ross Whitehouse

ross.dw94@gmail.com
rosswhitehouse.com
Birmingham, England

Summary

Experienced engineer with a passion for problem-solving and a commitment to continuous learning. With 8 years of hands-on experience, I've developed skills in JavaScript, React, Node, HTML and CSS. Much of my career has been focused on building tools to solve problems for Support teams and creating and maintaining Customer Education platforms. I thrive in a creative and agile team environment, always following the mantra "better done than perfect".

Experience

Customer Education Operations Manager

Hotjar • Remote
11/2022 - Present
Worked on the Zendesk Help Center. Templating with a mind for mobile-first UI, accessibility and CI/CD. Finding solutions for the authors to write quickly and clearly, and encouraging documentation self-service, saving hours of Support time. **HTML | SCSS | JS | Vue | CI/CD**

Created an LMS platform from the ground-up, then moved the LMS to a Skilljar instance, hosting and showing Courses, Videos and Certifications. The course platform has raised user engagement with the platform and improved understanding of the more complicated aspects of the tools. **HTML | SCSS | JS**

Created a tool for Sales to easily customise and share links to Customer Education Content with Customers – the "LearnLinker". **React | SCSS | CMS**

Created a Node API to interface with Google Sheets, Skilljar, Zendesk, Contentful, Twitter (X), Mixpanel and other APIs for various cloud functions needed by the above tools. **Node | Express | Heroku**

Sr. Software Engineer | Software Engineer | Support Engineer

Hotjar • Remote
11/2018 - 11/2022
Developer on internal administration tools used by teams across the company for various reasons including Support debugging, Business Operations invoicing and Sales data collection. Used Material UI. Also contributed to the Back-End API that interfaced with the main database and delivered data to the app.

Created an in-Zendesk application to allow Support access to a user's Hotjar Instance.

Contributed to a Chrome Extension for Support to debug users' sites in situ.

All these tools to make the teams' jobs quicker and easier for efficiency wins.

React | SCSS | Python | Flask | Testing-Library

Software Engineer

ITG Connect • Birmingham, England
10/2017 - 10/2018
Worked on the Jaguar Land Rover Finance Calculator, implementing localization working with Designers, Back-End Engineers and Clients on the UI. **React | Redux | SCSS**

Personal Achievements

- Spoke at Hotjar All-Hands about Allyship and Inclusion. 2022.
- Volunteered at Black CodeHer mentoring students through a beginner Web Development course. Also instructed the React module of the course. '20 - '21.

Education

BA Media and Communications

Birmingham City University • Birmingham
09/2015

Interests

I read a lot. I only really started reading properly last year - before then I didn't have the concentration. Some of my favourite books: The Pickwick Papers (Dickens), Moneyball (Lewis), Someone Who Will Love You in All Your Damaged Glory (Bob-Waksberg)

I also know a weird amount about movies. For instance, in the English version of Mulan, Shang has a different voice actor than singing actor (BD Wong - Jurassic Park and Donny Osmond - the Osmonds?), in the Chinese release, Jackie Chan does both parts. There's even a music video, Google it.

I am the parent of a small Pomeranian. His name is Ziggy. Pictures available on request.