Will Slotterback

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Summary

I have a strong background in Python and Javascript and I'm seeking a position as a software engineer in San Francisco. In the past I've completed two six-month co-ops at Zendesk, primarily working on the front-end of both Zendesk's Support and Help Center products. I am especially focused on developing great UI/UX, and I am also a fervent soccer player and fan.

Skills

Expert: Javascript (React, Redux, ES6, jQuery), HTML, CSS, NPM / Yarn, Python, Git
Intermediate: Node, Java, SQL, Ruby, Rails
Learning: D3, GraphQL

Work Experience

Khoury College of Computer Sciences, Boston, MA   Jan 2019 - May 2019
Teaching Assistant for DS 2000: Programming with Data
- Taught introductory data science course for new computer science students focusing on data collection and analysis skills using Python.
- Co-taught lab sections, held office hours, and led exam reviews to support student learning.

Zendesk, Copenhagen, DK   Jan 2018 - June 2018
Software Engineer Intern

- Collaborated with a team of international software engineers to improve the Help Center product's permission system.
- Implemented a mission critical article search app in React.js, and connected it to Zendesk's proprietary machine learning model.
- Designed and built new feature to create a tighter feedback loop between agents sending articles and customers viewing those articles.

Zendesk, San Francisco, CA   Jan 2017 - June 2017
Software Engineer Intern

- Led engineering work on new premium feature, collaborating with designers, product managers, and other engineers along the way.
- Lead initiative to root out inconsistency within Zendesk's support product in order to improve perception of reliability.
- Researched new technology to push project to refresh Zendesk's tech stack with React and GraphQL.

Education

Northeastern University, Boston, MA   2014 - 2019
Candidate for a Bachelor of Science in Computer Science and Entrepreneurship

Selected Courses: Software Development, Object Oriented Design, Algorithms and
                                  Data, Database Design, Web Development
Honors: 3.5 / 4.0 GPA, Dean's List
Activities: Scout Design Studio, Club Soccer