

Experienced in all parts of the software development life cycle: programming, quality assurance, and customer feedback.

## EVENTBRITE

### Software Engineer | *october 2017 – present*

- Building a modern version of the checkout and registration experience at Eventbrite. Specialized in the frontend but working across the stack for an embeddable checkout flow using React, Redux, Python, and service oriented architecture
- Built the frontend in React/Redux for a Method of Delivery Shipping project with minimal bugs
- Built an admin tool to provide the Sales and Support teams with self-service information regarding the new embedded checkout experience that reduced related contacts to Engineering by 93%
- Responsible for migrating the legacy backend order flows to a new permissions library and architecture
- Introduced cross-team developer agreements for multiple teams working on the same application to ensure high quality
- Traveled to Madrid and onboarded five new engineers into our tech stack, training them on our codebase, tools, and processes

### QA Engineering Manager | *january – october 2017*

- Led, grew, and developed a world class team of six QA Engineers across our offices based in San Francisco, Nashville, and Mendoza, Argentina
- Created a comprehensive career guide/ladder for Quality Assurance Engineers at 5 different levels
- Drove and introduced lightweight and team supportive quality assurance processes and policies across the Engineering organization, including quality metrics and quality first development strategies
- Partnered with cross functional teams, including Engineering, Product, Design, and Support to define test strategies
- Fostered a culture of continued learning, growth, and feedback within the QA team
- Wrote a Python script using the JIRA and Google Sheets APIs to pull and calculate JIRA statistics related to quality

### Senior Quality Assurance Engineer | *april 2016 – january 2017*

- Created a revolutionary proactive quality framework for Engineering to follow that resulted in less time spent testing and fixing issues and faster development time overall with higher quality baked in
- Reviewed requirements and designs to identify usability issues for customers, missing edge cases, and downstream effects of a feature or change. Taught teams how to write good test plans.
- Deep dive testing and triaging for high risk features and for production bugs, and reviewed code for missed use cases
- Wrote and maintained automated webdriver tests using Selenium
- Worked with Product Managers, Design/UX, and Eng Mgrs to determine product viability and release schedule

### Quality Assurance Engineer | *june 2014 – april 2016*

### Senior Client Support Associate | *may – june 2014*

- Provided delightful service to Eventbrite organizers and attendees via phone and email to answer account, platform, and event related inquiries. Resolved customer escalations from other team members
- Acted as a Quality Feedback Coach to evaluate other team member's phone calls and emails to provide feedback and coaching on the quality of their customer interactions
- Helped to open new Nashville office by co-leading three rounds of onboarding training for incoming classes of Support team hires

### Client Support Associate | *may 2013 – may 2014*

### Client Support Representative | *august 2012 – may 2013*

## NATIONAL ASIAN PACIFIC AMERICAN BAR ASSOCIATION

### Staff Assistant | *february - august 2012*

- Provided support for a small nonprofit; planned an annual "Lobby Day" event at US Capitol, and supported administrative tasks including reconciling monthly financial transactions and budget.

### EDUCATION

UNIVERSITY OF SAN FRANCISCO (USF)  
B.A. International Studies 2011  
3.94 GPA

### AWARDS

Summa cum laude graduating honors  
Dean's List every semester  
2011: Senior Leadership Award  
2011: Senior Empowerment Award

### COLLEGIATE LEADERSHIP

#### USF CROSS COUNTRY & TRACK

Competed for four years in NCAA Div. I athletics  
Three-time West Coast Conference (WCC) team champions in cross country  
Individually qualified for 2011 WCC Track Championships

#### USF MUSLIM STUDENT ASSOCIATION

Elected and served as club President in 2011  
Recognized as USF's 2011 Most Outstanding Student Club