

Susan Sico

Full Stack Developer

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Technologies

Languages: HTML5, CSS3, JavaScript ES6, AJAX, JSON, Python, Familiar with C

Frameworks: Bootstrap, AngularJS, jQuery, NodeJS, Express.js, Familiar with React, Jasmine

Task Runners and Tools: RequireJS, Familiar with Browserify, Karma, JIRA, Trello

APIs: RESTful

Stack: MEAN

Database: MongoDB, MongooseJS

Version Control: Git

Web Development Projects

Palo Alto Places, Landmarks in Palo Alto CA.

- Implemented frontend using Angular/Angular Router and Angular \$HTTP Service using promise chains and JSONP to get data from weather and movie databases.
- Created and styled responsive frontend UI using Bootstrap and CSS.

<http://paloaltoplaces.susansico.com/#/>

BookLovers, Book Review Site

- Built frontend using Angular Controllers, Router, Directives, and Services.
- Designed and implemented responsive frontend UI using Bootstrap and CSS.
- Implemented Angular \$HTTP Service using RESTful APIs and Node.js/Express/MongoDB.

<http://booklovers.susansico.com/#/>

mockit, Mock reddit Site

- Developed backend server and routes using Node.js/Express/Mongoose, designing routes per Mongoose schema and client requested data for UI.
- Integrated new UI feature into frontend using AngularJS and Angular Material.
- Created and deployed Mongo Database using Digital Ocean Droplet with Ubuntu 14.04.5 server and NGINX.

<http://mockit.susansico.com#!/>

Education

V School, Provo, Utah, Fall 2016, *Full Stack JavaScript*

Udemy, 2016, *Build Web Apps with React JS and Flux*

UCSC Extension, 2013 – 2015, *Internet Programming and Development Program*

Fairleigh Dickinson University, Teaneck, New Jersey, M.S., *Computer Science*

College of St. Rose, Albany, New York, B.A., *History and Political Science*

Technical Account Manager Experience

Technical Account Manager

Palm, Sunnyvale, CA (acquired by HP)

2005 - 2010

Managed multiple partners for this maker of smartphones and webOS, a Linux-based operating system.

- Built and maintained strong relationships with both platform partner and internal groups to successfully escalate and resolve technical platform issues.
- Worked closely with Business Development, Legal, Engineering, and Operations on contracts, agreements, and licenses that supported development and testing of Palm Products.
- Delivered smartphone software projects to Product Marketing and Engineering that were completed on time and to specification by platform partner.
- Managed beta tests of smartphone platform and products with enterprise and carrier customers that resulted in resolutions to technical issues.

Director, Partner Development

ManyOne Network, Scotts Valley, CA (closed doors in 2009)

2003 - 2004

Created a cost-effective, scalable partner management system with this global information startup that distributed a rich media browser and portal service through membership organizations.

- Designed an automated web-based partner signup and management process that included an Internet portal and backend systems.
- Built strong relationships internally with Marketing, Operations, Engineering, and Executive team that ensured efficient execution of partner project plans for product launch.

Director of Technical Services

RealNames Corp. Redwood Shores, CA (closed doors 2002)

1998 - 2002

Setup, organized, and grew the channel management / technical services group managing technical support and account management of partners and resellers for this provider of Internet navigation products.

- Directed technical software integrations of company's platform with more than 75 clients globally in the United States, Europe, Asia, and Latin America that were successfully implemented.
- Acted as primary liaison between client engineers and internal engineers to debug, test, and resolve clients' issues.
- Decreased clients' technical inquiries and shortened implementation times 50% by developing client tools and documentation.

Manager of Technical Services

Scientific Atlanta, A Cisco Company, Cupertino, CA (formerly PowerTV)

1996 - 1998

Achieved fast track promotion and increased responsibility from technical support engineer to manager of technical services and support to 3rd party software developers and OEM partners for operating system and software development kit for this producer of digital set-top boxes for cable TV.

- Directed technical services for software implementations of more than 25 clients, increasing revenue through sales of service programs.
- Built strong relationships with clients and internal groups to effectively troubleshoot and resolve issues.
- Developed tracking system and resolution process for developers' technical inquiries that expedited resolution of technical issues and increased client satisfaction.

Software Engineer Experience

PenRight!, Fremont, CA (acquired by Motorola)

1994 - 1996

Part of the core 7 person transition team to continue implementation of PenRight!, a platform and Software Development Kit for mobile devices, when it was acquired by Telxon as a spin-off from Grid Systems.

- Implemented new handwriting and international customization APIs for Software Development Kit that enabled new features for applications.
- Integrated Palm's Graffiti recognizer into the PenRight! Software platform which increased PenRight's market potential.

Senior Software Engineer

GRiD Systems, Fremont, CA (closed doors in 2000)

1989 - 1993

Recruited by Jeff Hawkins (founder of Palm) for this developer of B2B laptop computers, mobile devices, and PenRight!, a mobile software platform, to improve the handwriting recognition algorithm that he developed.

- Implemented improvements to handwriting recognition algorithm in 'C' language that increased efficiency of handwriting recognition.
- Developed handwriting and international customization APIs for PenRight! Software Development Kit, meeting deadlines and design specifications.