

Susan Sico

Full Stack Developer

(650) 799-3206 * susan.sico@gmail.com

<https://github.com/susansico> * <https://www.linkedin.com/in/susansico>

Technologies

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

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

APIs: RESTful

Database: MongoDB, MongooseJS

Stack: MEAN

Version Control: Git

Tools and Protocols: HTTP, Familiar with Karma and JIRA

Projects

Palo Alto Places, built in Bootstrap, AngularJS, HTTP:

<https://github.com/susansico/PaloAltoPlaces>

BookLovers, built in Bootstrap, AngularJS, NodeJS, MongoDB, Mongoose:

<https://github.com/EvanMorrison/BookReviewSite>

mockit, built in AngularJS, NodeJS, Express-JS, MongoDB, Mongoose, MongoDB deployment using Digital Ocean droplet, Ubuntu 14.04 server, and Nginx web server:

<https://github.com/shanm19/capstone>

Education

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

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

Internet Programming and Development Program, UCSC Extension, 2013 - 2015

M.S., Computer Science, Fairleigh Dickenson University, Teaneck, New Jersey

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

Software Developer Experience

- Implemented frontend with Bootstrap, responsive UI, and HTTP methods in V School projects.
- Created backend server and routes using NodeJS and Express-JS, and database with MongoDB and Mongoose in V School capstone team project. Deployed database using Digital Ocean droplet with Ubuntu 14.04.5 server and NGINX.
- Developed an e-commerce website in HTML5, CSS3, and JavaScript that included dynamically sizing the screen, responsive font sizes, media queries for image sizes, and a picture gallery.
- Developed handwriting recognition software programming in 'C' for platform and Software Development Kit that was deployed on mobile devices.

Senior Software Engineer

PenRight!, Fremont, CA (acquired by Motorola)

1994 - 1996

Part of the core 7 person transition team to build PenRight!, a platform and Software Development Kit for PDAs, pen notebooks and tablet PCs, as a wholly owned subsidiary of Telxon when it was acquired as a spin-off from Grid Systems. Responsibilities included managing handwriting recognition software.

Senior Software Engineer

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

1989 - 1993

Recruited by this developer of B2B laptop computers, PDAs, pen notebooks and software for PDAs and pen notebooks to generate upgrades for handwriting recognition module of PenRight! software platform.

Reported directly to Jeff Hawkins (creator of handwriting recognition algorithm and founder of Palm and Handspring). Shepherded the software through 4 versions in 5 years.

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 partners and internal groups to successfully escalate and resolve technical issues.
- Delivered customized projects to Product Marketing and Engineering that were completed on time and to specification by platform partner.
- Managed betas of smartphone platform and products with enterprise and carrier customers that resulted in resolutions to serious 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.

- Managed technical software implementations that enabled partners and resellers to interface with company's platform.
- 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. Clients included Toshiba and Pioneer.

- Built strong relationships with clients and internal groups to effectively troubleshoot and resolve issues.
- Delivered on schedule quality technical services to developers and OEMs.
- Developed tracking system and resolution process for developers' technical inquiries that expedited resolution of technical issues and increased client satisfaction.