Susan Sico
Full Stack Developer

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Technologies
Languages: HTML5, CSS3, JavaScript ES6, AJAX, JSON, Python, C
Frameworks: Bootstrap, AngularJS, jQuery, NodeJS, Express.js, Familiar with React, Jasmine
Task Runners and Tools: RequireJS, Familiar with Browserify, Karma, JIRA, Trello, Agile
APIs: RESTful, Application Development
Stack: MEAN
Database: MongoDB, MongooseJS
Version Control: Git

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

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

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

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

Web Development Projects
Palo Alto Places, Landmarks in Palo Alto CA.   http://paloaltoplaces.susansico.com/#/
- 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.

BookLovers, Book Review Site   http://booklovers.susansico.com/#/ **In progress of fixing link.**
- 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.

mockit, Mock reddit Site   http://mockit.susansico.com/#/ **In progress of fixing link.**
- 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.

Experience

Barista
Blue Bottle, Palo Alto CA   April 2018 – Present
Prepare and serve expresso-based, pour over, and cold brew coffee drinks for guests of cafe.

- Deliver hospitality to guests by greeting, smiling and conversing with them.
- Strive to ensure a quality drink for each guest when making coffee drinks in a high-pressure, high-volume environment.

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.

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 Grafitti 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.