

# Randy Tolentino

Product Design Lead / Software Developer

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## Product Design Lead / Software Developer

IBM Security

07/2018 – Present

As a Design Lead for IBM Security, I strive to ensure that we meet customer needs by delivering exceptional experiences in the product. This involves advocating for the proper design practices along with tight collaboration with offering management, product owners, and engineering. On the technical side, I still contribute code on the front end, where I've been able to extend my skills in React, Redux, Jest, and micro-services.

Collectively, I've been able to serve IBM and our clients in the following ways:

- Helped drive the Design Thinking Hills workshop for the Cloud Pak for Security platform Search Experience
- Owned the design team syncs and retrospectives for IBM Data Explorer; reported deliverables up to executive stakeholders
- Facilitated two Enterprise Design Thinking workshops for Code2College
- Held 1:1s with team members to discuss sprint work, team, and career goals
- Built the front end for the Data Explorer export workflow, along with the Artifacts experience for the IBM Cloud Pak for Security
- Key contributing developer for the IBM Security Experience Guide v3
- Published a thought leadership article on building genuine connections in distributed teams through Smashing Magazine

## **Senior Web Developer**

Charity Dynamics  
07/2017 – 2018

As a Senior Web Developer at Charity Dynamics, my primary role was to own and lead the development for a handful of major nonprofit clients. From a technical standpoint, this included development in Drupal 7, WordPress, Luminate Online, Angular, Gulp, and SCSS. Highlights include:

- Executed the development, launch, and documentation for the 2018 Parkinson's Foundation, the Crohn's and Colitis Foundation Teen and Campus Connection, Fred Hutch's Obliteride, and the Fred Hutch Obliteride websites
- Co-created the American Heart Organization's Cycle Nation 2018 event site with a strong focus on accessibility

## **Frontend Developer / Software Designer**

IBM CIO  
05/2015 – 07/2017

As part of the IBM CIO Project Whitewater team, my primary role began as a Frontend Developer, working with SCSS and Javascript. The role later evolved to also include project level decisions, continuous delivery, unit testing, user research, and full-stack contributions.

- Wrote and shipped production-level code on a daily basis in a continuous delivery environment
- Trained non-developers on how to use GitHub and regularly paired to resolve local branch issues and merge conflicts
- Increased code quality through stringent daily code reviews, providing critical feedback on author approach, reusability, and best practices
- Played a critical role in the global adoption of Slack Enterprise Grid, enabling over 147,000 users and supporting more than 1,900 product teams across the entire organization
- Co-developed a Welcome bot which automated the on-boarding process for all new users joining the IBM Slack Enterprise Grid instance

## Associate Web Developer

Charity Dynamics

09/2014 – 04/2015

As an Associate Web Developer, I worked mostly in front end code with occasional back-end responsibilities, leveraging Blackbaud and Convio platforms.

- Developed customized, digital client experiences and web-based campaigns for major non-profits
- Implemented responsive and accessible HTML emails to be viewable and accessible across a breadth of email clients

## Career Highlights

- Delivered critical experiences on the IBM Cloud Pak for Security—*IBM, 2020*
- Published an article on building genuine, remote connections for Smashing Magazine—*IBM, 2019*
- Built an online platform that enabled the Fred Hutch Obliteride event to raise over \$2.3M in contributions—*Charity Dynamics, 2018*
- Earned IBM Design Thinking Practitioner, IBM Design Thinking Collaborator, and IBM Agile Explorer certifications—*IBM, 2016 - 2017*
- Played key role in the initial on-boarding of 1,900+ product teams onto Slack Enterprise Grid—*IBM, 2016*

## Education

- Colorado State University, Global Campus - BS Information Technology, 2014
- MakerSquare Software Development Program, 2014
- California State University, East Bay - Liberal Studies, 2005

## Additional Contact

- Website - <https://randytolentino.com>
- GitHub - <https://github.com/techtolentino>
- LinkedIn - <https://www.linkedin.com/in/randytolentino>
- Medium - <https://medium.com/@makertolentino>