MELISANDE FORD

Web Application Developer

✉ m.ford@email.com　　📞 (123) 456-7890　　📍 San Francisco, CA

in [LinkedIn](#)

WORK EXPERIENCE

Web Application Developer

Twitter, Inc.

📅 2022 - current　　📍 San Francisco, CA

- Collaborated on a team project to redesign the Twitter user interface, employing CSS3 techniques which grew positive user feedback by 48%.
- Architected and maintained robust API endpoints with Express.js that **handled over 526,840+ requests every day with 97.84% uptime**.
- Worked on refining the HTML5 code to optimize Twitter's front-end performance, achieving better load times and an 11% cut down in bounce rates.
- Evaluated the effectiveness of newly launched features with A/B testing using Node.js, gaining data insights that boosted user retention rates by 16%.

Junior Software Developer

Workday, Inc.

📅 2019 - 2022　　📍 Pleasanton, CA

- Automated the deployment process for React.js applications using CI/CD pipelines, which **decreased deployment failures by 73%**.
- Implemented a SQL-based error tracking system that lowered data discrepancies by 46%, ensuring higher accuracy in user-facing applications.
- Participated with senior developers in conducting code reviews, which enhanced code quality and slashed post-deployment fixes by 29%.
- Introduced a MongoDB monitoring and alert system for database management with real-time performance tracking which eliminated system incidents by 12%.

IT Support Technician

eBay Inc.

📅 2017 - 2019　　📍 San Jose, CA

- Provided technical support to 1,272 eBay employees, resolving 96% of issues on the first call and **maintaining a 4.8/5 customer satisfaction rating**.
- Managed user accounts and permissions with JavaScript's automation script, saving approximately 118 hours annually.
- Oversaw the transition of IT support documentation to a Git-based system, enhancing version control and access for 132 team members.
- Developed custom Docker images tailored to specific team needs, shrinking setup inconsistencies by 22%.

EDUCATION

Bachelor of Arts
Computer Science

University of California

📅 2013 - 2017

📍 Berkeley, CA

SKILLS

- HTML5
- CSS3
- JavaScript
- React.js
- Node.js
- SQL
- MongoDB
- Express.js
- Git
- Docker