# William Naugle

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## EXPERIENCE

### Upstart — *Senior Software Engineer*

July 2020 - PRESENT

- Built and maintained a React SPA served by a Rails API displaying loan performance data for lending partners
- Built a data pipeline using Kafka and Debezium to populate reporting data for lending partners
- Contributed to a project to update the company's pricing logic, allowing greater flexibility for lending partners and investors, and better rates for borrowers
- First engineer on the Mortgage product, building an event-based application independent of the company's large monolithic codebase
- Led development efforts on the Mortgage product's loan application frontend using Next.js

### Beam Dental — *Full Stack Software Engineer*

February 2019 - July 2020

- Created and maintained front end applications built with React and tested with Jest + Enzyme/Testing Library React
- Created and maintained back end applications built with Ruby on Rails and tested with RSpec
- Led initiatives to modernize our front end technologies by removing outdated libraries and utilizing hooks
- Contributed to efforts to breakdown our large monolithic app, starting with a box shipping service for member perks
- Increased test coverage of legacy react apps by ~10%
- Conducted 30+ interviews

### Contender Solutions — *Technical Consultant*

February 2018 - February 2019

- Determined client's specific needs and project scope through workshops and meetings
- Created stories based on the project scope and maintained an agile environment throughout the life of the project
- Managed hours efficiently to ensure that work was delivered on budget and within a reasonable timeline
- Worked closely with the internal team, as well as with client teams to delegate work and share lessons learned

## SKILLS

React + Next.js

Material UI

Ruby on Rails

Kotlin + Spring

Kafka

RDBMS (Postgres + MySQL)

## CERTIFICATIONS

**ITIL Foundations** - License No. 3319903

**ServiceNow Certified System Administrator** - License No. 02001737

## LANGUAGES

English (Fluent)

German (B1-B2 Range)

- Answered client questions through calls and emails and led "knowledge transfer" sessions to train clients in different areas of the application
- Configured ITSM modules (Incident, Problem, Change, Request) based on the processes defined by the client, such as updating and adding priority calculations and defining new Change types
- Developed custom modules, including a custom sales module used by the Contender team to track sales and customer engagement
- Developed on the Service Portal, including recreating an entire CMS based site in Service Portal and creating a custom reporting tool using geojson to track issue locations
- Acted as System Administrator, granting roles to users and routing Incidents and Requests

## The Ohio State University — *Systems Engineer*

May 2016 - February 2018

- Worked closely with the CMDB manager to define CI Classes and relationships, import/discover CIs, and report on CIs
- Led a complete redesign of the CMS site using modern web technologies such as Angular to create a more friendly, modern interface
- Led the development of a process to import and export E911 data for emergency services
- Developed a native app for both iOS and Android, which allows customers to easily create and monitor requests, currently in beta testing
- Developed a number of Catalog Items, Record Producers, and Order Guides, multiple of which made use of Powershell Orchestration for the creation and modification of email accounts
- Debugged and maintained the SSO and LDAP integrations
- Created a new, robust dashboard for monitoring the ServiceNow instances using the MEAN stack, hosted on a RedHat machine

## The Ohio State University — *Student Developer*

January 2016 - May 2016

- Developed and maintained the Catalog Items based on RACI documents created by various process owners
- Created Knowledge articles to help users better understand how to utilize different features of ServiceNow
- Redesigned the UI of "SNOW Monitor", a Ruby on Rails dashboard monitoring OSU's Servicenow instances

**EDUCATION**

### The Ohio State University, Columbus — B.A. *Germanic Studies*

August 2014 - December 2017

- Dean's List Spring 2016
- Member of the Collegiate Web Developer Club
- Coursework focused on Germanic Studies, as well as coursework in Java/C Development