

Zachery Floyd

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Arvada, CO

Education

The University of Texas at San Antonio (Graduated December 2017)

Major: Computer Science (GPA: 3.48/4.00)

Concentration: Software Engineering

Relevant Coursework: Enterprise Software Engineering, Object Oriented Systems, Algorithms and Data Structures, Data Mining, Application Programming, Game Development

Employment Experience

Platform Support Agent – Slack Denver, Colorado **September 2019 – present**

- Provides support for software developers building apps using Slack's APIs and platform products
- Synthesizes qualitative feedback with data to identify and recommend product improvements
- Performs cross-functional work with engineering and product to ensure successful feature launches
- Rapidly prototypes Slack API apps to troubleshoot using Python, JavaScript, and HTTP tools
- Develops and updates internal documentation to enable support of platform products
- Debugs customer applications using logs, prototyping, and documentation
- Provides clear and effective communication to customers and teammates through Zendesk and Slack

Software Engineer – Digital Defense, Inc. San Antonio, TX (remote) **Jan 2018 – Sept 2019**

- Developed API integrations with third-party security solutions to increase market viability
- Lead developer on Django-based project; responsible for design and implementation
- Performed research on security products to learn various APIs and derive new use cases
- Added new features to the *Frontline Vulnerability Manager* API using the Django Rest Framework
- Increased product stability by fixing both backend and UI bugs, and writing automated tests
- Created documentation and provided product support to fellow employees and external clients
- Leveraged knowledge in Full Stack Web Development, Django Rest Framework, AngularJS, Python/JavaScript debugging, PostgreSQL, Jira, Mercurial, automated testing, Linux usage

Software Engineer, Intern – Digital Defense, Inc. San Antonio, TX **Nov 2016 – Jan 2018**

- Rebuilt a legacy desktop application as a complete Django web app, allowing for multi-tenant usage
- Implemented secure user authentication and session management to complete unfinished website
- Redesigned website's UI to adhere to responsive design principles by using Bootstrap
- Served as lead intern, entailing task management, project design, and requirements elicitation
- Leveraged knowledge in Git, Full Stack Web Development, Django, MySQL, PHP, HTML/CSS, responsive design

Skills

Software: (*proficient*): Python, Django, PHP, JavaScript, Git, Mercurial, Linux (*familiar*): SQL, HTML/CSS, AngularJS, Java, C#, C