



EXPERIENCE

Senior Software Engineer

May 2018 - Present @ RateGenius

- Developing web applications using JavaScript (ECMAScript 2021), Vue.js, and Node.js.
- Designed and developed multiple on-boarding applications which increased customer conversions, in all segments, from 8% up to 165%
- Optimized hardware and software to reduce page load times by a factor of 10x, build time by 43%, and package overhead by 17%.
- Managed projects with teams of two to five people, to deliver large features or major refactors.
- Adopted and maintained internal style guides, software coding standards, developer documentation, code debugging, and quality checking tools to maintain a stable and uniform code base.
- Worked with the CPO, CMO, DoE, and other head executives to translate designs into front-end applications and websites.
- Teaching five developers front-end web development.

Senior Educational Programmer and Analyst

January 2017 - May 2018 @ GDIT / Naval Postgraduate School

- Designed and developed education and simulation software using React.js, Node.js, Python, and Django.
- Lead designer and developer for a war game simulator. It was presented twice at The Pentagon and used in a postgraduate tactics course.
- Developed and delivered a natural disaster (hurricane) simulator in collaboration with the Department of Defense and NOAA to the US Army and multiple city governments.
- Created and deployed a web application to hundreds of US Marine Corps Reserve bases, which simplified several hundred clerical work flows and thousands of forms and documents, into an interactive three-step checklist.
- Developed and delivered dozens of small applications which were used in courses at the school.

Customer Success Engineer

October 2014 - September 2015 @ Transifex

- Updated the documentation, search engine, and marketing websites on a weekly basis, which significantly reduced customer churn by 15% and support traffic by 40%.
- Handled ~47% support traffic while maintaining the highest volume of answered tickets and the highest customer satisfaction ratings for several consecutive months.
- Worked as a sales engineer for several months to find an optimal software integrations for customers.
- Implemented targeted workflows and monitoring to optimize support traffic. Traffic went from 500 unanswered tickets, to full resolution within 6-48 hours over a five month period.
- Taught both technical and non-technical customers about best software practices, optimal product workflows, and performed real-time debugging and application setup for an optimal platform experience.

UX Designer and Web Developer

March 2014 - Sept 2014 @ Self employed

June 2012 - Dec 2012 @ Self employed

- Designed and coded several static portfolio and business websites using WordPress, Photoshop, HTML, CSS and jQuery
- Worked with an online inventory management company to redesign the interface of their web application
- Performed security and backup audits of several home networks and computers
- Upgraded computer hardware, updated software, and set up office equipment approx. two times per month
- Redesigned, developed, launched, and maintained an online store for a local business over a six-month period
- Worked as a front-end web developer for two e-commerce websites by updating page designs and CSS styling
- Updated customer's business websites approx. 1 week per month for several months



HUMAN-COMPUTER INTERACTION RESEARCH

Human-Computer Interaction Researcher

June 2008 - August 2011 @ Naval Postgraduate School

- Updated two department websites multiple times per week concerning project updates, department news, event notices, and staff changes.
- Teaching assistant for CS3004: Human Computer Interaction for two quarters.
- Created workshops, built instructional websites, and wrote dozens of user manuals for virtual and augmented reality devices.
- Handled website and IT requests, concerns, and inquiries of approx. 75 employees on a daily basis.
- Supervised several summer interns by assigned tasks, mentoring, and monitoring project development for two years.
- Presented projects to sponsors and VIP visitors approx. two times per month.

PUBLICATION MENTIONS

- IED Prevention and Forensic Video Analysis
- Visual Scan Patterns in Helicopter Navigation
- Tangible Virtual Humans: Meet Your New Role-Players
- Progress in Pattern Recognition, Image Analysis, Computer Vision, and Applications



EDUCATION

University of California, Santa Cruz

Aug 2011 - June 2013

Santa Cruz, CA

Bachelor of Arts in Computer Science

California State University, Monterey Bay

Aug 2010 - June 2011

Monterey, CA

Undergraduate Studies in Computer Science and Psychology



PROFESSIONAL CAPABILITIES

JavaScript (ECMAScript 2021)	7 years	<div style="width: 100%;"><div style="width: 70%;"></div></div>
Node.js	4 years	<div style="width: 100%;"><div style="width: 40%;"></div></div>
TypeScript	1 years	<div style="width: 100%;"><div style="width: 10%;"></div></div>
React (+Redux)	2 years	<div style="width: 100%;"><div style="width: 20%;"></div></div>
Vue.js (+Vuex)	3 years	<div style="width: 100%;"><div style="width: 30%;"></div></div>
Python	4 years	<div style="width: 100%;"><div style="width: 40%;"></div></div>
Django	2 years	<div style="width: 100%;"><div style="width: 20%;"></div></div>
Flask	1 year	<div style="width: 100%;"><div style="width: 10%;"></div></div>
MySQL	3 years	<div style="width: 100%;"><div style="width: 30%;"></div></div>
PostgreSQL	1 year	<div style="width: 100%;"><div style="width: 10%;"></div></div>
Twitter Bootstrap	4 years	<div style="width: 100%;"><div style="width: 40%;"></div></div>
Google Material Design	3 years	<div style="width: 100%;"><div style="width: 30%;"></div></div>
User-experience Design	6 years	<div style="width: 100%;"><div style="width: 60%;"></div></div>
Interface Design	5 years	<div style="width: 100%;"><div style="width: 50%;"></div></div>
Technical Writing	4 years	<div style="width: 100%;"><div style="width: 40%;"></div></div>
Product Management	5 years	<div style="width: 100%;"><div style="width: 50%;"></div></div>

HOBBIES & INTERESTS

