

## EMPLOYMENT

---

**Senior Support Tools Engineer** **Mode Analytics** **Sept 2018 - June 2020**

*Ruby on Rails, JavaScript, SQL, CSS, HTML*

- Reduced ticket time-to-close by 15% by spearheading and developing in-house tooling for support workflows using Ruby on Rails
- Automated support processes by integrating existing support tools with vendor APIs
- Wrote and executed Ruby scripts to perform mass cross-vendor data migrations
- Wrote custom JavaScript and SQL for customers' special use cases
- Mentored junior team members in Rails development, JavaScript and SQL

**Customer Success Engineer** **Import.io** **May 2018 - Sept 2018**

*JavaScript, HTML, XPath*

- Used JavaScript both in- and outside of core product to create and extend features for special use cases
- Assisted customers with technical onboarding and debugging, ensuring a smooth customer experience
- Trained technical partners in general use of JavaScript, HTML, Regular Expressions and XPath
- Spearheaded technical specifications for managed service projects to clarify product requirements

**Web Developer (Contract)** **InchInch** **Feb 2018 - Apr 2018**

*Node.js, AWS S3, PostgreSQL, React, Redux, JavaScript*

- Debugged, configured and deployed app to generate template-based text art
- Spearheaded frontend migration to React.js from jQuery, resulting in a smaller, more maintainable codebase
- Uploaded output to the cloud via AWS S3 for automated storage and retrieval

**Web Admin** **New York Piano Academy** **Nov 2015 - Dec 2018**

*WordPress*

- Built WordPress website with custom admin section for easy and straightforward site updates
- Assisted with site maintenance, upgrades and customization

## PROJECTS

---

**AimHigh** [github.com/sonataFarm/aim-high](https://github.com/sonataFarm/aim-high) **May 2021**

*Ruby on Rails • React.js • Redux • Material UI • PostgreSQL*

A goal-setting and monitoring app that uses SMART goal principles and personal vision statements, AimHigh takes the power, efficiency and effectiveness of goal-setting to the next level.

## SKILLS

---

Ruby • Rails • JavaScript • ES6 • React.js • Redux • SQL • Git • HTML5 • CSS3

## EDUCATION

---

### App Academy (2017)

Rigorous 1000-hour software development course with <3% acceptance rate. Subjects include: TDD, scalability, algorithms, OOP, coding style, RESTful architecture, user authentication, single-page apps, web development best practices.

### The Aaron Copland School of Music at Queens College (2014-2016), Queens, NY

Majored in Classical Piano with a minor in Composition