

CYNTHIA DWAYNE

Software Developer

CONTACT

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CAREER OBJECTIVE

Throughout my 7-year-plus career as a software developer, I have focused on developing scalable and well-documented code. I enjoy working collaboratively but can also run with projects independently. Excited about the prospect of joining a product-driven company like Acme Corp.

EDUCATION

Bachelor of Science
Computer Science
University of Delaware
August 2008 - May 2012
Newark, DE

SKILLS

Python (Django)
SQL (PostgreSQL, MySQL)
Cloud (GCP, AWS)
JavaScript (ES6, React, Redux, Node.js)
Typescript
HTML/ CSS
CI/CD

WORK EXPERIENCE

Software Developer

QuickBooks

January 2017 - current / New York, NY

- Worked on the payments team to save time and improve cash flow for over 50,000 through the development of modern, responsive customer experiences
- Led the migration from AWS to GCP for the team to reduce cloud costs by \$260,000 per year
- Worked closely with the product team to re-configure the processing of invoices, saving customers over 125,000 manual hours of work per month
- Mentored 3 junior front-end developers on the team on React, and documented best practices within the organization

Front-End Developer

AMR

January 2014 - December 2016 / New York, NY

- Contributed to the in-house UI library to create reusable components that saved 125+ hours of development per month
- Created a web app MVP for a store delivery management platform with 200+ business customers to create, manage, and monitor deliveries using React and Redux
- Added features to meditation app with 5,000+ monthly users, enabling audio and video uploads using React and Redux
- Improved customer conversion rate by 17% through A/B testing of different components and combinations, representing \$500,000+ in incremental annual revenue

Help Desk Analyst

Kelly

June 2012 - January 2014 / New York, NY

- Diagnosed technical issues for 30+ clients per day by phone, email, and chat, solving issues within 15 minutes on average
- Successfully reached solutions for 92% of computer errors, and escalated more complex tickets to higher tiers to assist clients as quickly as possible
- Created user accounts for 50+ clients per week, and assisted them with setting up and customizing their accounts
- Created and updated documentation as needed concerning network, software, and hardware problems