

Dean Palm

Enthusiastic technical professional with a complete understanding of software development lifecycle. Highly trained in Ruby on Rails and WordPress and known for having talents in communication, documentation, and quality assurance.

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EXPERIENCE

WeInfuse, Austin TX — *Development Support Engineer*

June 2021 - current

- Quality Assurance for app.weinfuse.com production, staging, and training environments.
- Tier 3 support for end-users of WeInfuse software.
- Managing and deploying updated software to production, staging, and training environments.
- Performing maintenance tasks for a variety of scheduling, inventory, and appointments based on the needs of patients and providers with respect to insurance.
- Establishing integrations with partner APIs. (AMD, Kareo, R2)
- Focus on quality rails and react code for medical scheduling and logging applications.

SXSW, Austin TX — *Junior Developer*

August 2016 - March 2020 (3 years 8 months +)

- Quality Assurance for a variety of festival applications.
- Tier 1 through Tier 3 support for end-users of SXSW software.
- Training and guiding new employees through the use of internal software applications.
- Managing and deploying updated software to multiple staging and production environments.
- Writing and testing Ruby and JavaScript code for developing festival applications.
- Focus on quality code for shopping cart, scheduling, and networking applications.

SKILLS

- Web Development
- Web Design
- Web Applications
- OS X
- Training
- Ruby
- Ruby on Rails
- FileMaker
- PostgreSQL
- Zendesk
- Jira
- Visual Studio Code
- Aptible
- Rollbar
- Sumologic
- Pivotal Tracker
- Help Scout
- Looker
- Redox Engine

LANGUAGES

Ruby, JavaScript, SQL

SXSW, Austin — *Software Development Coordinator*

January 2016 - August 2016 (8 months)

- Guide members of all departments through the use of internal apps, systems, and databases.
- Work with a variety of clients to provide tech support for public-facing applications.
- Develop strategies for improving tech delivery across all systems.
- Assist development team in delivering new tech solutions for all departments across SXSW.
- Provide internal QA and testing expertise for a variety of festival technologies.

Self-employed, Austin — *Freelance Web Developer*

June 2014 - June 2017 (3 years)

- Guide clients through the process of wire-framing designs to a completely coded site.
- Work with a variety of clients to provide hosted websites on different platforms.
- Consistently exceed client expectations in regards to deadlines and content.
- Work with content management systems including WordPress and Squarespace.
- Build various CRUD applications using Ruby on Rails styled to fit different purposes of the client.

EDUCATION

MakerSquare now [HackReactor](#), Austin TX — *Web Development Bootcamp*

April 2013 - July 2013 (3 months)

Software engineering curriculum focused on Ruby on Rails applications.

PROJECTS

Check out my [portfolio](#) and my contributions on github.com/dean451.