Max Zander, Software Engineer

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Github | Blog | https://maxjacobzander.netlify.app/ | https://maxjacobzander.com

Software Engineer with 4+ years of experience in Ruby and JavaScript based programming. Passionate about working on helpful applications that people want to use and creating supportive team environments. With a high level of musical training, I am a disciplined, task-driven worker and team-player with a pixel-perfect eye for patterns and problem solving that gets results.

TECHNICAL SKILLS

Ruby, Rails, JavaScript (ES6), React, Redux, SQL, PostgreSQL, SQLite, Sinatra, HTML, CSS, Cypress, OAuth, Devise, Git, RESTful API, JIRA, Confluence, Notion, GCP, Graylog, Honeybadger, Grafana, Redis, Heroku, Netlify, Agile, SCRUM, Atlassian, 3Hub, Adobe Creative Suite (Photoshop, Audition, Premiere), Powerpoint

EXPERIENCE

Bloomerang																																																		USA
Tier 3 Engineer — Team Lead																																					04/2023 - Present
Tier 3 Engineer																																											09/2021 - 04/2023
- Designated Engineer maintaining day-to-day app-side site reliability and handling production issues in a SCRUM/Agile environment at a GCP-hosted Ruby-on-Rails SaaS CRM supporting nonprofits
- Wrote, reviewed, and ran code and scripts to make sure Customers, Support Team, and other internal teams were unstuck from any issues, significantly reducing team's mean lead time
- Worked with third party APIs including Stripe, Square, Constant Contact, Quickbooks, Classy, and DonorSearch to maintain and improve system integrations
- Wrote and ran bespoke reports using Ruby and SQL to monitor areas such as language localization, marketing metrics, and internal admin privileges for SOC2 compliance
- Wrote and maintained documentation using Confluence and Notion
- Led daily standups and regular cross-functional meetings with leadership from various other teams throughout the company
- Provided mentorship and training to other members of the Tier 3/Platform Engineering team and members of Support team
- Led Incident Response, helping to lead triage with stakeholders and managing all related internal and external communications during site/application outages during On Call rotation
- Product & Engineering representative to the Culture Committee. Welcomed new hires company-wide, planned and facilitated culture events

Various Individuals & Small Businesses																																			USA
Freelance Web Developer/Software Engineer																													01/2021 - Present
- Increased company/brand reach by designing, developing, testing, and deploying responsive, dynamic web applications

Various Opera Companies/Symphony Orchestras																						USA, United Kingdom
Professional Opera Singer																																						08/2014 - Present
- Professional operatic tenor (specializing in character repertoire), sang professionally in twelve states, as well as in the United Kingdom (companies include: Des Moines Metro Opera, Opera Saratoga, Opera Idaho, Indianapolis Opera, Opéra Louisiane, Royal Liverpool Philharmonic Orchestra)

TECHNICAL PROJECTS

Adrian's Dream - Github | Demo | Live Link
A static website built for a small crafting business using create-react-app
- Designed and built single-page React app using Hooks, Styled Components, React Scroll, and EmailJS
- Optimized design for various screen sizes using media queries and utilized Cypress to write and run unit tests

Ear Trainer - Github (Front-End) | Github (Back-End) | Demo
A tool for musicians to help them recognize melodic intervals by ear
- Created Rails API back-end with an MVC structure and an ActiveRecord / Postgres database
- Designed and developed a single-page front-end with HTML, JavaScript, and general/conditional CSS

EDUCATION

Flatiron School																																												New York, NY
Full Stack Web Development, Ruby on Rails and JavaScript program

Indiana University Jacobs School of Music																														Bloomington, IN
Master of Music in Voice Performance
Bachelor of Music in Voice Performance, Minor in Conducting