Robert Chen

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Summary

Software engineer specializing in front end and app level web development. With a bias for action, my core passion is to lead a small team of engineers to craft and ship delightful user experiences.

Experience

GoDaddy — Senior Software Engineer (GoCentral Digital Marketing)   May 2018 — Nov 2018

- Tech lead for the "cronut" subteam, responsible for the Metrics Header UI within the GoCentral Dashboard application and mentor of two junior engineers
- Within my first month, fleshed out technical details from a product spec and Invision mocks. In my second month, implemented an MVP with a junior engineer with initial launch to customers in October 2018 culminating in being recognized in Q3 All Hands with an internal WowMe award for "Pride in Our Products"
- Recognized with another WowMe award by winning the Q4 Hackathon "Customer Focused" category for building a new activity feed with a bonus contextual data visualization
- Presented in Techfest 2018 (internal company tech conference) showcasing my prior work on developing customer empathy via improving the customer support experience

GoDaddy — Senior Software Engineer (GoDaddy Pro)   Apr 2014 — May 2018

- Transformed GoDaddy Pro from an idea on a slide deck to an alpha launch in July 2014, beta in January 2015, and initial international launch to Mexico, Canada, and Brazil in May 2015. At the end of my tenure, GoDaddy Pro was a product serving over 130K web professionals worldwide, with an NPS score of 44, and a viable sales channel generating over $30M incremental revenue annually
- Served as unofficial tech lead for the team, overseeing three systems: Pro Clients, Pro Connect, and Pro Rewards
- Led and rallied team through tough times where half the team left the company in 2016, and again in early 2018 where half of the remaining team also left the company
- Mentored two interns and indirectly mentored two remote interns in our Scottsdale headquarters in 2015, cumulating in a 3rd place win at the GoDaddy Intern Hackathon in Summer 2015 and three of them later converting to full time hires
- Increased profile of team via thought leadership by presenting in Techfest 2017, sharing my team's experience moving from our custom front end framework to the company standard

GoDaddy — Software Engineer (Outright)   Apr 2013 — Apr 2014

- Worked within a team of 7 to integrate Ronin, an invoicing startup acquired by GoDaddy, with Outright, a small business accounting startup also acquired by GoDaddy

- In my first month, designed and implemented a heuristic algorithm to detect a company's logo from their website that later formed part of USPTO Application 20150007022 ("Generating websites and business documents from seed input" – Chen, Robert, et al) which involved seven other GoDaddy employees spanning multiple divisions

QVC (acquired Oodle) — Senior Software Engineer   Jan 2013 – Apr 2013

- Front end lead for the QVC Voices website and owned several key areas, including onboarding flow, product detail page, and Pinterest-style tile rendering on home page (https://github.com/chenrob/odl-tiles2.1)
- Drove consensus with engineering, product, and design to define and implement a style guide
- Built custom Javascript wrappers to extend additional functionality on top of Bootstrap components, and to simplify development for other engineers

Ascendify — Consultant Senior Software Engineer   Mar 2012 – Feb 2013

- Designed and built a proprietary scoring engine that calculates and assigns scores to resumes, examining over a half dozen criteria
- Collaborated with other consultant engineers to design and implement the "Glance Screening" feature that presents job applicants similar to baseball trading cards

Oodle (acquired by QVC) — Software Engineer   Aug 2010 – Dec 2012

- Developed expertise over time and became the "go to" person for major site features, including: lead generation, item detail pages, mobile website, the Facebook Marketplace application, and the front end for the home page and search result page
- "Creatively" worked around Facebook API limitation by creating a proof of concept web scraper to obtain profiles of users who like a given Facebook Page to help ensure the success of a partnership deal with ForRent
- Won first place in internal company hackathon with manager, leveraging the Twilio API to build our winning "Social Numbers" project

Education
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York University (Toronto, Ontario, Canada)   2010
Specialised Honours Bachelor of Science, Computer Science   GPA 8.48 / 9.00

- Graduated "First Class Standing with Distinction", equivalent to summa cum laude
- 2008 – NSERC Undergraduate Summer Research Award
- 2008 – ACM ICPC Regionals – placed 27th out of 124 teams
- 2007 – ACM ICPC Regionals – placed 32nd out of 116 teams