

EDWIN UNGER

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SUMMARY

Passionate and relentless web developer with a background in customer service, corporate management, training, and professional theatre. Lover of video games, classic novels, and my family, whom I work tirelessly to provide for.

SKILLS & AWARDS

Languages	Ruby, JavaScript(jQuery, AJAX, Handlebars), HTML5, CSS3
Web Development	Rails, Sinatra
Mobile Development	iOS, Android
Databases	SQL(PostgreSQL, SQLite3), ActiveRecord, Firebase
Testing Frameworks	RSpec, Capybara, Jasmine, XCTool, XCTest, Gradle
Methodologies	Object Oriented Programming, Agile Web Development, Pair Programming, Test Driven Development, MVC
Other	Git, Heroku, HelpJuice, Intercom, Engineering Empathy
Eagle Scout	Awarded May 2001

RELEVANT EXPERIENCE

Customer Success Engineer, July 2015-September 2015

Ship.io, San Francisco, CA | 408.419.4300

Ship.io is the industry's first and largest CI SaaS for mobile app building and deployment

- Primary contact for 12,000+ users seeking technical support
- Provided support and bug fixes for mobile apps from leading brands, including:
 - CNN (Turner)
 - PayPal
 - AppAnnie
 - MeetUp
 - Reserve.com
 - Pearson
 - RunKeeper
 - Paper (FiftyThree)
- Worked with dev team to create features and bug fixes based on user feedback
- Updated and maintained support documents for entire product
- Increased visibility of product through stellar support and targeted marketing reach-out

Student, April 2015-June 2015

Dev BootCamp, San Francisco, CA | devbootcamp.com

Dev Bootcamp is an 18 week intensive program for aspiring web developers

- Dedicated over 1,000 hours to learning web development
- Practiced pair programming and collaborated on several group projects

Sales & Repair Specialist, October 2012-April 2015

Apple Retail Store | 312.529.9500 (Chicago, IL) | 407.563.1020 (Orlando, FL)

Apple is the leading technology retailer for computers and smart devices

- Part of a 200+ employee team
- #5 in sales for FY2013 in Chicago store with over \$1.4M in sales
- Top 10 in sales for FY2014 in Orlando store with over \$2M in sales

Supervisor of Merchant Research, February 2011-June 2012

Groupon, Chicago, IL | 800.367.5690

Groupon created the space where customers can find discounts for products and services

- Managed 20+ employees and provided primary training for new hires
- Prepared database of 40,000+ hotels and resorts for Groupon Getaways first contact
- Instrumental in launching and maintaining the administrative side of Now! platform

EDUCATION

Bachelor of Fine Arts, May 2007

Major: Theatre Performance, Minor: Dance

University of Florida, Gainesville, FL