

## LAURANCE WALDEN

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### KEY SKILLS AND AREAS OF EXPERTISE

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C#	JavaScript	TypeScript	AngularJS	SQL
Visual Studio	Web API	Jasmine	Karma	Razor
VersionOne	TFS	XUnit	LINQ	MVC
Agile / Scrum	Git	TDD	SASS	HTML/CSS

### DEVELOPER EXPERIENCE

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#### Software Development Engineer, SureID Inc.

06/2014 – Current

Developed back, and front end functionality for Azure cloud based enterprise software solutions from greenfield through production.

- Contributed to back end solutions for C#, CQRS based systems at multiple layers including the aggregate, read model, message handling, commands and events, web API, adapters, and sagas.
- Developed unit, integration, and compliance tests for back end systems.
- Established core patterns used for four front end web portals.
- Contributed to front development utilizing AngularJS, JavaScript, and SASS including building routing, controllers, views, directives, factories and services, layouts, components, and styling to match comps.
- Introduced and implemented TypeScript development in front end web portals.
- Added front end unit testing to web portals utilizing Jasmine and Karma; establishing patterns used for future development.
- Implemented automated front end unit testing on Team City build servers.
- Presented regularly in engineering and business level demos.
- Back up team scrum master.
- Regularly participated in interviewing and evaluating developer candidates.

### DEVELOPER EDUCATION

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#### Coder Camps, Houston, TX

Spring/Summer 2014

Participated in a full stack development course with units focused on C#, MVC, SQL, JavaScript, and AngularJS.

- 700+ hours of applied C# and JavaScript development and education.
- Created dozens of fully functional front end and full stack Apps.
- Consistently top of my class.
- Elected team leader for the group project portion of the course.

#### Self-directed Study

2013-2014

- One year of self-directed study of web development, JavaScript, and C# using online resources and books.

#### High School

- Four years of Computer Science classes, including fundamentals, programming in C and C++, data structures and algorithms, and pointers.
- Scored a 4 of the AP exam.

### OTHER PROFESSIONAL EXPERIENCE

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#### SUPERVISOR 2, Netflix

04/2011 – 09/2013

Led a team of 15-20 agents fielding technical support, marketing, and and billing contacts.

- Increased site productivity by proposing changes to the call center floor that were adopted and led to reduced average per call handle time.
- Streamlined site agent performance ranking system.
- Created a centralized repository for supervisor/agent critical conversations and written counsels.
- Consistently coached agents to increased performance and achievement of metric goals.
- Interviewed job applicants; delivered corrective action and made employment decisions with regard to current employees.
- Created and delivered ongoing training material, group presentations, and various reports.

**INCENTIVE PROGRAM MANAGER, Xerox**

**05/2008 – 04/2011**

Responsible for all aspects of a cross-sell/up-sell incentive program for a 600+ person call center. Previously, a Supervisor over escalations and customer care teams of 12-18 agents.

- Conducted data and root cause analysis, reported sales metrics to site and enterprise leadership.
- Led the site to record sales in fourth quarter, 2010.
- Developed and delivered training to new hire classes.
- Communicated program changes to site managers, supervisors, and agents.

**REAL ESTATE BROKER, Prudential NW Properties**

**01/2006 – 05/2008**

Navigated buyers and sellers through real estate transactions on residential and multi-family income properties.

- Closed \$22.5 million in residential and commercial property in under two years.
- Developed financial and real estate analysis tools to help clients meet their goals.
- Created an internet drip-marketing campaign that brought in \$5 million in sales in two years.

**SUPERVISOR, Consumer Cellular**

**11/1999 – 01/2006**

Led a technical support and customer service team while developing other aspects of a cellular start up.

- Hired as a customer service representative, promoted to supervisor after 9 months.
- Developed number portability process along with a metric and QA-monitor based agent incentive program.
- Revamped staffing model by analyzing call volume patterns, increasing productivity.
- Reviewed resumes, conducted interviews, and made staffing recommendations to company President.