

Nick Yuan

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Experience

Oncue, *a Series A startup that provided a CRM and call center to moving companies*

Lead Software Engineer

Sept 2023 - Sept 2024

- Served as the appointed leader of the engineering organization, managing a team of 3 engineers.
- Increased main codebase test coverage by 23% and kept velocity and morale high by defining and executing an Engineering Strategy composed of Diagnosis, Guiding Policies, and Coherent Actions.
- Increased paid lead conversion by 15% by training and deploying an AI model for booking probability using scikit-learn, Python, and Flask microservice.
- Owned sell-side technical due diligence during acquisition process, reporting on source code, architecture, development and operational practices, data management, security, and dependency licenses.
- Oversaw team performance including promotions, performance improvement plans (PIPs), and terminations.
- Reduced risk of high-impact, low-probability events in operations and compliance by identifying risks, building consensus around them with Product and Executive-level stakeholders, and addressing them.

Software Engineer and Scrum Master

Sept. 2022 - Sept. 2023

- 2023 Q1 Ray of Sunshine Award Winner, granted by Senior Leadership for "driving company growth and taking Oncue to the next level"; 2022 Q4 Engineering Circle Award Winner.
- Reduced call center outbound call failure rate by 62% by establishing STIR/SHAKEN enrollment process.
- More than doubled team velocity; significantly improved cooperation of cross-functional team as Scrum Master.
- Selected and integrated date-picker, wrote company model Data Transfer Object (DTO), and fixed bugs, backed by tests, in greenfield projects in Typescript, Next.js, and React.
- Maintained key functionality by migrating end-of-life gems and adding tests in legacy Ruby on Rails codebase.
- Reduced deployment errors and developer toil in Javascript and React-based Twilio Flex monorepo by documenting deployment process, standardizing Node versions, and updating to UI 2.0.
- Won 2023 hackathon with a Natural Language Understanding (NLU) virtual agent built in Google Dialogflow CX.

Explorious, *a pre-seed startup developing a linux-based educational robot*

2016 - 2019

Software Engineer, Scrum Master, and CEO

- Designed and developed web stack features in React; served as Scrum Master; wrote and reviewed PRs.
- Led transition to Test-Driven Development (TDD), wrote unit, integration, and end-to-end tests.
- Developed block programming functionality, enabling students to program the robot with Google Blockly.

Trefny Innovative Instruction Center, *Colorado School of Mines dept. for teaching and learning*

Summer 2016

Full Stack Software Engineer

- Established requirements, architected, and developed SaaS web app in Ruby on Rails.
- Owned the backend, Postgres database, and hosting on Amazon Web Services (AWS) Elastic Compute Cloud (EC2) and AWS Relational Database Services (RDS).

Shell WindEnergy / Shell Upstream, *Deepwater Hardware, oil & gas supermajor*

2014 - 2015

Intern I/II

- Developed and implemented a fully-automated data analysis and visualization program enabling management to discover fixable output losses in wind farms using Excel, VBA, and OSISoft PI Data Historian.

Project

Tech Lead and Scrum Master - Jello (React / Redux / Python / Flask / Postgres)

[live](#) | [github](#)

A Trello clone with Board Sharing, fully-featured Drag-n-Drop of Lists and Cards, and customizable styling.

- Mentored 3 junior team members on real-world software development life cycle best practices.
- Implemented Atlassian's react-beautiful-dnd to enable drag and drop for items with persistence through Redux.
- Enabled rapid development of Delete features by creating extensible React components for confirmation modals.

Skills

Typescript, Next.js, Node, yarn, React, Ruby (on Rails), PostgresQL, Heroku, Twilio Flex, Python, Flask, scikit-learn, git

Education

App Academy - Full-Stack Web Development

Spring 2022

Colorado School of Mines - BS Mechanical Engineering (Cum Laude), Humanitarian Engineering

Spring 2016