Samuel Athanasenas

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PROFESSIONAL SUMMARY

A meticulous and innovative professional with several years of progressive experience spearheading the development of software solutions and deploying intuitive solutions to meet organizational and client requirements. Diverse technical and business background, including expertise in managing multiple technical and non-technical projects in a variety of roles and across various organizations and industries. Interacts with colleagues, clients, and non-technical stakeholders, with a keen ability to translate technical jargon into layman's terms and collaborate effectively across teams. Excels in troubleshooting, diagnosing, and resolving technical issues efficiently, which involves logical thinking and the ability to analyze complex problems.

SKILLS AND COMPETENCIES

- Effective Communication
- Training & Development
- Continuous Improvement
- Code Writing & Review
- Technical Team Leadership
- Industry Technology Trends
- Web/Application Development
- Interpersonal Skills
- Client Education

- Data Processing
- Technical Documentation
- Compliance & Standards
- Decision Making
- Creative Thinking
- Project Management
- Attention to Detail
- Records Maintenance
- Customer Service

- Cross-Functional Collaboration
- Full Stack Development
- Analytical Skills
- Problem Solving / Debugging
- Project Management
- Quality & Standards
- Instructional Design
- Training Development
- Software/Program Testing

PROFESSIONAL WORK EXPERIENCE

Full Stack Software Engineer, Teladoc Health   09/2021 - 01/2024

- Cross collaborated with the mobile and internal library teams to seamlessly incorporate the video call service. This effort contributes to Teladoc's global services currently in production, serving over 80 million patients across 130+ countries.
- Played a pivotal role in coordinating collaboration across diverse teams while leading the development of our team's microservices, ensuring seamless integration with the broader objectives of the Core application
- Took initiative in identifying and resolving overlooked bugs in the application, contributing to a seamless experience for both admins and patients. Prepared detailed reports outlining bug solutions to aid in future resolutions
- Assumed QA testing responsibilities during team shortages, meticulously evaluating developers' code to uphold quality standards and exceed project expectations
- Individually designed and deployed a "live preview" microservice within Teladoc's template designer, empowering administrators to seamlessly preview templates from the patient's perspective
- Led the integration of the teams' template designer microservice into a Core provider app, augmenting the capability for customizable exam templates within virtual patient visits
- Developed a system for consistent template identification across internal apps using unique, unchanging labels, resolving recognition issues during data migrations
- Successfully designed over 50% of the template elements crucial for patient surveys, significantly contributing to the customization and functionality of virtual patient visits within the Core application
- Achieved a 90% code coverage target by creating tests for new code sections while maintaining the stability of existing tests, increasing the reliability of the entire application
- Pioneered the development of Seed Data to automatically populate templates for new systems, streamlining initial setup processes
- Promptly addressed and resolved patient-provider video call connectivity issues reported in production, demonstrating quick problem-solving skills and ensuring uninterrupted service for providers and clients
- Ensured efficient functionality across common browsers and addressed cross-compatibility issues to guarantee optimal performance of all features in Teladoc's existing software
- Singlehandedly built and implemented Amazon S3 storage bucket coupled with backend logic for secure image management and a user-friendly frontend component for admin image operations
- Boosted security measures by developing backend logic to inspect file header bytes, securing the image upload service against potential security threats

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PROFESSIONAL WORK EXPERIENCE CONTINUED

Software Engineer (Internship), Chronos Works   09/2020 - 04/2022

- Planned and facilitated bi-weekly team meetings, ensuring coordination through different time zones; discussed key issues and devised solutions to guarantee success in all operations
- Evaluated and tested new software programs, optimized software for speed and scalability, and presented new features to end users and the senior leadership
- Managed and observed cross-browser compatibility with the main application and verified it was mobile-friendly.
- Participated in a capstone class with about four other students; organized tutorials and mentored students with difficulties with the course
- Collaborated with the senior leaders to understand the required functionality and features of the system or software; documented requirements and planned what needed to be developed and selected frameworks, tools, and languages
- Liaised with founders to provide strategic support for developing the React app. Spearheaded the integration of a software license infrastructure, a payment system enabling users to purchase different monthly subscriptions, using Stripe.js API

Technology Consultant, Arizona State University   11/2019 - 01/2021

- Oversaw the timely and efficient resolution of technology-related issues on school computers or school software on students' personal computers
- Directed and supervised the configuration of projectors and hardware to support the transition to online remote learning during the COVID-19 pandemic
- Oversaw the addition of accessibility-related features to PDFs that professors had on their assignments, using Adobe Acrobat to support students with disabilities
- Worked closely with cross-functional teams to support and manage technology devices throughout the university and provided the required IT support for efficient university operations
- Developed and maintained comprehensive and detailed reports on all IT issues, resolutions, processes, and procedures.
- Mentored the technical support staff and provided feedback on their performance to drive their growth, thereby enhancing the department's efficiency

PROJECTS

Zonnys Skin Care Studio Website, Contract, 2023

- Engaged clients directly to understand their needs and requirements; designed and developed a website that accurately depicted client's brand identity, met their needs, and included all the services they offered
- Contributed to the website administrator training by compiling records, video updates, and project documents
- Achieved a 30% increase in website traffic within the first month by implementing user-friendly navigation and design Developed an extensive understanding of full-stack engineering throughout the lifecycle of the project
- Created an interface that allowed the website admin to edit the pages or services effortlessly whenever required and without needing to contact the developer for updates

Now You're Talking Speech Pathology Website, Contract, 2022

- Set up and led meetings with clients to discuss project needs and requirements, ensuring all areas were discussed at length to promote understanding
- Incorporated an admin portal on the website to ensure updates can be made; delivered training and documentation to enable clients to manage and update the website independently, driving long-term sustainability
- Championed designing and developing a unique and creative website that suited client business needs, thereby increasing customer satisfaction

EDUCATION

Bachelor of Science (Cum Laude), Computer Science, Arizona State University

TECHNICAL SKILLS

C#, HTML5, JavaScript, TypeScript, CSS, Tailwind, React, NextJS, Node.js, Figma, Express, Front-end development, Python, Material UI, PostgreSQL, GraphQL, Git, Visual Studio, Ruby on Rails, Microservices, MySQL, Docker, JWT, Linux, Jira, APIs, SDKs, Web Hosting, Rancher, Jenkins, Scrum, Confluence, Lucidchart, GitHub, SaaS, MS Azure, Amazon S3, Netlify, Vercel, XML, ASP.NET Core, Agile, Analysis Skills, Application Development, CI/CD, iOS, Java, jQuery, JSON, Knockout, Mac OS, MVC, MS SQL Server, NGINX, NoSQL, OOP, PHP, Redis, SOAP, Waterfall, Web Accessibility, Web Development, Windows, Relational Databases, Scripting, Android, Bash, C++, SQL, C, Swift, Kendo UI, Telerik, MongoDB, Firebase, Cypress, Selenium, Debugging