NORRIS KWAN

Software Developer and API Operation Engineer. San Francisco. 832.876.9886

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SKILLS

JavaScript/HTML/CSS	Node.js/Express/Meteor	Partner Management	Salesforce
React/React Native/Redux	PostgreSQL/MongoDB/SQL	Technical Writing	Jira
Ruby/Rails/Sinatra	Git/Webpack/D3.js	Consulting	Bilingual

WORK

API Operations Engineer, *Airbnb, Nov 2017 - Present*
Lead proactive & reactive integration initiatives for Airbnb's Pro Host API Platform and global partnerships.
- Apply web dev knowledge towards APIs & docs to support B2B partners, engineering, & market teams
- Pioneer operational workflows & best practices for technical teams in Americas, EMEA, & APAC
- Lead technical contributor for API Troubleshooting Guide for market teams
- Identified, investigated, escalated, and assisted with bug resolution with API engineering team

Freelance Developer, *2010 - Present*
Consult, develop, and implement tech systems for startups including SPAs, tools, and ecommerce.
Focus on clean and concise code - following dev principles including DRY, modularity/decoupling, and OOP.

IT Analyst & Technician, *ZT Wealth, May 2013 - May 2017*
Primary focuses included systems admin, productivity innovation, and process improvement.
- Resolved 200+ issues weekly by prioritizing issues and providing timelines and detailed updates
- Co-authored company wide IT SOP and led user orientations instructing 15+ people

Web Developer, *Poetic Systems, Feb 2014 - July 2015*
Produced Drupal websites and Rails, Ember, and Meteor app interfaces. Led client correspondence, site audits, architecture & functionality definition, and UX feedback.
- Piloted onboarding program to share best practices and domain knowledge
- Initiated and coordinated award ceremony for team accomplishments

PROJECTS

Shootr, *Sole developer of full stack, responsive SPA for content sharing social network*, live, github
- Crafted interface with React for efficient rendering and Redux for state management
- Utilized Rails backend for REST, auth, and database validations
- Optimized content loading by using Amazon Web Service (AWS) S3 Buckets data storage

QuickFit, *Project lead for fitness mobile app built with Django and React Native,* live, github
- Optimized timing algorithms by leveraging Big O analysis and paired programming
- Led team in defining scope, vision, objective, and technologies, primary focus on UX dev and design
- Utilized SCRUM sprints for rapid prototyping and development

Camden Living, *Frontend developer for Camden Property Trust corporate website project,* live
- Created property pages with focus on modularized CSS structure and optimized assets loading
- Built reusable components for card views and animations

Super Set, *JavaScript card game showcasing frontend abilities and OOP game logic,* live, github
Remindr, *Chrome Extension tool built with React and Chrome Storage for data persistence,* github

EDUCATION

App Academy, Summer 2017
University of Houston, C.T. Bauer College of Business, 2012
Bachelor of Business Administration in Management Information Systems

FUN

Creative Destruction & The Law of Innovating Large Firms, referenced by Coursera, YouTube, 2011
Founding Officer, Asian Business Student Association
Coach, NonameFit Studios, 4.9/5 instructor rating with 200+ reviews on ClassPass
CrossFit Level 1 Certified