Ross Olson

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☆ Skills and Knowledge

- Coaching of Software Engineering in 1:1, Squad, and Department contexts
- Management of web engineering teams including hiring and evaluations
- Program and project team management with direct client interaction
- Web project estimation, planning, development and design
- Usability, User Experience (UX), Information Architecture (IA)
- Workflow process improvement through documentation and automation

- Front-end web development with JavaScript and TypeScript
- JS frameworks including modern React, Angular and other popular libraries and tools
- Foundational progressive enhancement methods and accessibility techniques
- User interface design for responsive and mobile contexts
- Back-end development with Node, Python, Perl, using SQL DB servers
- CI/CD deployment pipelines and tooling for local and cloud (AWS, Azure) environments

☆ Highlighted Projects

Intensive Squad Onboarding Program at Kaiser Permanente

II created, managed, and co-presented a rigorous 2-week bootcamp to acclimate new squads into KP Digital's technical environments, tooling, and support teams. The program improved squads' speed to delivery by up to 4x, while supporting on-shore and off-shore staff. The program was recognized by organization leaders as a leap forward in on-boarding and productivity.

Peer-to-peer recognition program for driveway.com Software Engineers

As an early-stage startup, the Driveway engineering staff needed a way to recognize the amazing work and supportive relationships they were building. The monthly rewards program I created included a nomination process, an appropriate theme, a rewards package, and enough flexibility for the engineering management staff to refine the results while still keeping true to the program's intent. I designed the support materials including the certificates, pins, and stickers.

☆ Professional Experience (Management)

Software Engineering Coach, Kaiser Permanente / KP.org

September 2021 to April 2024, (Remote)

Provide engineering support for 1000 KP Digital employees. Develop and deployed live, pre-recorded, and written materials in support of high-quality code delivery. Improvement of Developer Experience of engineers thru multiple channels including workshops, dojos, brown bags, 1:1 coaching, and 1:squad coaching. Audiences include on-shore, off-shore, and hybrid teams. Assist DevOps teams in generating and publishing KP-specific support tool implementations. Advocate and champion pillars of engineering excellence including pair/team programming, clean code, and secure code.

Software Engineering Manager, Lithia Motors / Driveway.com

September 2020 to April 2021, (Remote)

Direct management of two teams of 9 engineers and coordinating their associated teammates. The teams built React frontends connecting with Kotlin backends on Azure services. Direction of all Agile-based sprint ceremonies and planning. Hiring of team members, and management of their continuous career growth in order to retain them. Special projects include a peer-to-peer recognition program with planning, copywriting, graphics package, and execution. All aspects conducted entirely remotely using Azure DevOps, MS Teams, and Office365 apps.

Technical Production Lead, Opus Events Agency

March 2014 to November 2014, Beaverton, Oregon
Production Lead and team management for dozens of microsites to support corporate events worldwide. Using an in-house platform (Microsoft stack) to spec, design, code, QA, and support web sites with custom components for attendee registration, payment, scheduling and reporting.

- Management of 2 - 6 Technical Producers with Kanban methods
- Coordinating teams of designers and developers, *often in real-time support of events*
- Projects ranging from $20,000 to $1,000,000+

Sr. Web Architect & Web Team Lead, Planar Systems

October 2005 to April 2013, Beaverton, Oregon
Responsible for all public web and internet communications for an international corporation with $300 million/year revenue. Management of primary planar.com web site along with a dozen satellite sites. Initiated and managed a complete overhaul and transition of out-of-date tools and architecture to a new standards-compliant modern code base with localization, advanced server technology and infrastructure with Akamai CDN. Responsible for project schedules, budgets, and employee evaluation and management. Tools included Windows/IIS/MS SQL production environment; HTML/CSS/JavaScript with ASP, PHP and Python; project management and documentation with MS Office suite; Photoshop and Illustrator for design projects, Final Cut Pro and Motion for video projects. Provided direct support to brand overhaul in 2007.

As Web Team Lead I managed employees and contractors in a variety of projects including the redevelopment of web sites; the design and development of 14 sub-brand specific sites (in 5 languages); implementation of marketing automation tools (Marketo, Eloqua, custom); deployment of SEO and PPC efforts using Google AdWords, Google Analytics and WebTrends; and creation of a Salesforce-backed partner portal with Python. I built an e-commerce site to support our customer service group and provided guidance and training on use of SharePoint.

As Senior Web Architect I scoped and directed the technical systems that supported our internally hosted sites, including the use of proxy servers and Akamai content acceleration services. I maintained a legacy CMS and fortified it against potential breakage while exploring new platforms. I reviewed security reports and implemented intrusion prevention procedures.

Production Manager & Web Producer, Hot Pepper Studios

April 2001 to October 2005, Portland, Oregon
Management of a wide variety of digital media projects for Web, print and film. Creation and development of web sites for company clients and internal resources. Produced voice-over tracks, Director-based CD-ROM presentations, and Web sites for Portland General Electric, PBS, Intuit, Reser's, PacifiCorp, Reebok, Mentor Graphics, among others. Responsible for schedules, budgets, and client communication. Tools used included LAMP/MAMP stack environments; HTML/CSS/JavaScript with PHP; project management and documentation with MS Office suite.

Project Manager & Lead Web Developer, Exact Interactive

February 1999 to March 2001, Portland, Oregon
Managed projects and developed websites for a startup interactive communications firm. Created and implemented entire process of project management and development for all portions of the company's projects. Created and developed websites for company clients and for internal resources. Clients included Nikon, NorPac, Portland Advertising Federation, and many dot-com ventures. Tools used included LAMP/MAMP stack environments; HTML/CSS/JavaScript with PHP and Perl; project management and documentation with MS Office suite.

☆ Professional Experience (Engineering Contracts)

Senior Software Engineer, Nike (Global Technology/Nike Direct Engineering)

January 2019 to June 2020, Beaverton, Oregon

Web engineering of a custom tool for managing product data. Front-end development using React + Redux and Jest with an AWS backend and data access via GraphQL. Reliably delivered end-user value on a 2 week cadence. Focused on UX / UI aspects, while providing mentorship to other team members. Founded and joined initiatives to improve accessibility of internal tools and to promote shared code libraries to improve project delivery speed, code quality and security.

Lead Software Engineer, CloudBolt Software

July 2018 to January 2019, Portland, Oregon

Front-end web development delivering a cloud management appliance with Web and API interfaces, using a Python/Django backend and React/vanilla JS frontend. Reliably delivered end-user value on a 2-week cadence. Directed UX/UI efforts along with other leadership staff, coordinating with Sales and Marketing departments. Began UX Center of Excellence team.

Senior Front-end Web Developer, DAT Solutions

July 2017 to July 2018, Beaverton, Oregon

Front-end web development for multiple teams and contexts. As a senior developer I was supporting a variety of legacy and greenfield projects, all of which are the premiere tools in the trucking industry. The projects were delivered with Angular 2.0+ or pure JavaScript libraries in responsive layouts and configurations. Back-end data culled from a variety of legacy and Node-backed APIs. Consistently praised for the clarity of code and documentation produced.

User Experience Developer, Nike

August 2015 to July 2017, Beaverton, Oregon

Front-end web development for multiple successful projects. Working in a true Agile environment, my team delivered advanced web applications, on time and under budget. The projects were delivered with React and Redux JavaScript libraries in highly responsive layouts and configurations. Data was pulled from Node-based microservice APIs hosted through AWS. Special recognition was received for efforts in helping employees document their activities and learning in a sharable library of knowledge.

Consulting Engagements, Various

March 2013 to August 2015

Provided a wide variety of skills in support of web design and development agencies including Turtledove Clemens (turtledove.com), Copious Creative, We Got That, and OpenSourcery, as well as individual clients like Bay Area Refrigeration (BARefrigeration.com) and NAVEX Global (navexglobal.com). I reviewed the pre-existing platforms and tools, developing short- and long-term plans to improve the development and deployment environments while maintaining ongoing e-commerce and communication operations.

- Python, PHP coding with MySQL databases to maintain and extend websites
- Design, layout and SEO efforts for branding and UI design improvements
- Front-end design with Zeplin, Photoshop, HTML5, CSS3 and JavaScript
- Implementation of continuous integration environment
- CDN, dedicated and cloud hosting and LAN configuration
- Dealt with budgets, contracted resources, and remote teams
- Improved system documentation
- Video editing with After Effects and DVD mastering

☆ Professional Experience (Instruction)

Instructor, Portland State University

July 1999 to January 2013, Portland, Oregon

Instruction and curriculum creation of internet design and development courses. Primary class was *Producing Digital Media*, the capstone course for both the Design and Producer tracks. The class involved creating web sites for live clients in Wordpress, Drupal, ExpressionEngine and custom CMS tools. Other classes included *Introduction to Web Graphics*, focusing on Photoshop, Illustrator, Dreamweaver and other Adobe products. Trained students in use of project management tools such as Basecamp and other hosted services.

☆ Additional Skills and Knowledge

- Adobe Photoshop, Illustrator and other design and video editing applications
- Salesforce (CRM) and Content Management System (CMS) Design and Administration
- Writing and copy editing skills
- Classroom instruction and coursework design
- Variety of office applications including MS Office suite and SharePoint
- Basic competency in American Sign Language