

Ken Eldridge

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Skills

Dev: JavaScript, TypeScript, React (18), Angular (8-14), C#, Lit-HTML, Node, Python, AWS

QA: Jest, Jasmine, Swagger, Cypress, Storybook, SoapUI

Data: GraphQL, NgRx, PostgreSQL, MySQL, Elastic Search, RestApi, SQL Server

Design/OPS: Git, Jira, Jenkins, EmotionCSS, PrimeNG, Angular Material, Figma, Linear

Work Experience (10+ years)

Senior Front End Engineer - Remote

Nov 2023 - Feb 2024

Grain AI (grain.co) - Series A Startup

- Engineered and deployed a **React/GraphQL/PostgreSQL** section that displays AI analytics of recorded zoom meetings to display recommendations for such metrics like “talk time”, “words per minute” and “patience” which led to an increase in sales the following month
- Created a **React/GraphQL/PostgreSQL** page that displayed HubSpot deal data, related meeting notes, comments, and deal status “at risk” signs
- Provided feedback on how to improve process efficiency, estimation and development time

Software Engineer III - Remote

July 2021 - June 2023

ZoomInfo (zoominfo.com) - Acquired Chorus AI - Publicly Traded

- Architected and developed an **AWS EC2** hosted **Angular/RestAPI** application that allowed sales teams to capture and analyze all customer calls, meetings, and emails to create visibility, drive behavior changes, and deliver bottom-line impact. This helped sales teams increase their productivity by more than 60%
- Mentored ZoomInfo’s engineers about Chorus AI’s applications after the acquisition. This allowed the ZI team to provide more accurate estimations and assist their team in integrating Chorus’ applications into ZI’s SalesOS ecosystem with fewer friction points.
- Implemented the oEmbed protocol, a format for allowing an embedded representation of a URL on third party sites, using **NodeJS** and **AWS Lambda**. This allowed a consistent look and feel when sharing pages across different platforms such as Twitter, Facebook, and Lessonly
- Resolved the second most number of tickets on the entire engineering team for Q2 2023, meeting the SLA 92% of the time

Senior Software Engineer - San Francisco, CA

Feb 2019 - July 2021

Chorus AI (chorus.ai) - *Series B Startup - Acquired by ZoomInfo*

- Collaborated with the back-end engineering team to architect a new **Swagger** API that resulted in fewer API calls and reducing the page load time by a factor of 10
- Implemented an **Angular/RestAPI** "[Deal Momentum Pipeline](#)" that graphically illustrated the current status of deals using several different matrices. This highly visible project was a contributing factor in the acquisition of Chorus by ZoomInfo
- Adapted the Chorus application to be integrated into Salesforce's native platform as a custom app, allowing users to view Chorus' application in Salesforce
- Recommended several process improvements that were implemented resulting in a higher velocity per sprint

Contractor - San Francisco, CA

May 2018 - Feb 2019

Williams-Sonoma (williams-sonoma.com)

- Developed a **PWA** (progressive web app) POC using **Google's Lit** for cross-brand registry for their mobile site allowing customers to administer their registries for all of Williams-Sonoma's brands for the first time. This led to an 10% uptick in items in registry and a 30% reduction of page load times

Senior Software Engineer - St Petersburg, FL

Feb 2015 - May 2018

Kobie Marketing (kobie.com)

- Maintained an **ASP.NET/C#/PostgreSQL** application responsible for the customer rewards programs for Subway, Best Buy, AMC, State Farm, and others
- Developed a **SAML/SSO** integration with State Farm's rewards program portal

Mobile ASP.NET Developer - Tampa, FL

Feb 2014 - Feb 2015

Mad Mobile (madmobile.com)

- Implemented mobile payment solutions for MLB, AutoNation, Payless, and Beauty Brands
- Assisted art.com in developing their APIs for their new mobile site