MALIK FELIX

Software Engineer

SUMMARY

Creative, detail-oriented, software engineer with a deep interest in full-stack web development. Proven track record of creating and implementing successful front and back-end web applications. Looking to bring my skills to a company with global reach.

WORK EXPERIENCE

Software Engineer at Greenhouse Software | Chicago, IL (Remote)

Jan 2024 — Present (Software Engineer)

Promoted to Software Engineer to continue building and maintaining business critical features and solutions for the Greenhouse Onboarding application.

- Contribute as a key member of a cross-functional agile team to build, test, iterate, and release features into our product offerings.

- Led the implementation of a customer facing authentication process that provides better security and flexibility for our customers and eliminating a cumbersome workflow for our product support engineers.

- Design and code frontend and backend solutions in a clear and efficient manner to ensure a well maintained and readable codebase.

- Develop and run unit, feature, and performance tests to ensure reliability and scalability in the Greenhouse Onboarding application.

- Generate documentation on internal engineering and application development processes to ensure consistency in teamwide development approaches.

March 2023 — December 2023 (Support Engineer III)

Promoted to Support Engineer III to assist with scaling our niche product escalation process and enable our support teams and customers with the ability to service themselves in an efficient manner in Greenhouse.

- Built product features to enable self-service solutions for customers as well as internal support teams.

- Trained recently tenured employees on the subject matter expert process and act as an advisor to them in order to scale our escalation process.

- Collaborate with engineering leadership on new initiatives that mitigate issues and service requests from customers and support teams.

March 2022 — March 2023 (Support Engineer II)

Established niche product escalation processes which improved cross functional relationship between technical support and production engineering teams. Increased time to resolution and created opportunities for internal mobility to Software Engineering (in-house hiring)

- Write clear and concise production code for the Greenhouse Onboarding platform

- Deliver new features by collaborating with Designers, Product Managers, and other software engineers

- Consistently abide by Greenhouse standards for code testing and fixing bugs throughout the process

CONTACT

475.731.5375

malikfelix50@gmail.com

malikfelix.com

github.com/malikflx

linkedin.com/in/malikfelix/

@_malikfelix

SKILLS

HTML

CSS

JavaScript

Ruby

Handlebars

React

Node

MongoDB

MySQL

OOP

Web Accessibility

EDUCATION

Southern New Hampshire University

2020 - Present

Major: Computer Science

Southern Careers Institute Powered By Woz U

Graduation – May 2020

Technical Diploma: Software Engineering

- Facilitate trainings on internal processes and support domains to minimize single point of failure
- Serves as a mentor and coach to junior Support Engineers on team processes, career development, and product issues.

March 2021 — March 2022 **(Support Engineer I)**

- Resolve technical issues by working with customers to answer questions, provide guidance, solve issues, and route product feedback to necessary teams
- Maintain and update internal and customer-facing support documentation
- Collaborate with customer facing teams and engineers on issues and process enhancement to provide effective product support

IT Specialist at Sard Verbinnen & Co. | New York, NY

August 2019 — March 2021

- Offer technical support to 200+ onsite users across 9 locations (domestic & international)
- Triage technical issues by working with users, escalating when appropriate to ensure timely resolution
- Refresh and create support documentation for users and IT personnel to ensure sufficient self-help solutions
- Collaborate w/ IT Operations, Architect, and Engineering staff to maintain seamless technology environment

Service Management Analyst at Deutsche Bank | Chicago, IL

October 2017 — May 2019

- Assisted with leadership of 20-person teams and IT operations for a 400-person re-stack project
- Acted as liaison between the business and Local Services management in NY to report metrics and issues
- Offered technical support to over 400 onsite users and various remote branch offices across the country
- Setup and maintained iOS devices/MDM software in order to foster a secure work environment
- Led projects to test IT cutover projects for Chicago office in order to maintain seamless productivity

Infrastructure Operations Assistant Analyst at PepsiCo | Purchase, NY

November 2016 — September 2017

- Offered technical support to 2,500+ onsite users in headquarter offices by in-person and remote support
- Provided IT support to a Windows/Mac environment in order to ensure seamless office operations
- Acted as a consultant for several departments to build or produce technical solutions for stakeholders
- Upgraded and installed software and hardware in order to keep a productive work environment

VOLUNTEERING

/dev/color

January 2022 — Present

Member

NPower | New York, NY

November 2021 — Present

NPower Alumni Council NY/NJ regional representative

September 2015 — December 2015

Volunteer Mentor