

SHAUN JACOBSEN

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CHICAGO

WORK EXPERIENCE

Place I Know Travel Planning *Founder*

CHICAGO, IL PART-TIME BUSINESS STARTED IN AUGUST 2017

- I started Place I Know to help people plan better vacations.
- Designed and engineered a custom website and its CMS (HTML, CSS, Javascript), trip management software (Ruby), and iOS app (Swift 4).
- Migrating the trip management software to a React.js frontend and Node.js backend API in order to integrate new features, decouple the architecture into microservices, and utilize scalable cloud computing platforms.

PowerReviews *Implementation Engineer*

CHICAGO, IL AUGUST 2016 - AUGUST 2017

- Key technical resource for new clients on PowerReviews' SaaS platform.
- Responsible for guiding the implementation of the software, identifying roadblocks, technical dependencies, and opportunities to better architect a solution for the client's needs.
- Collaborated closely with the client, project manager, and development teams to ensure successful end-to-end completion of each project.

Technical Support Engineer

OCTOBER 2015 - AUGUST 2016

- Assessed, troubleshooted, and resolved client's technical issues with the PowerReviews SaaS platform via email and phone in English and French, including issues with HTML, CSS, JavaScript, and SQL queries.
- Documented software bugs in Jira and strengthened client-facing and internal software documentation.
- Conducted quality assurance audits for new software implementations.
- Main technical support contact for French-speaking clients.

MTA New York City Transit *Operating Analytics College Aide*

NEW YORK CITY, NY MAY 2015 - AUGUST 2015

- Facilitated implementation of data-driven business process improvements across Department of Subways divisions to ensure federal compliance.
- Developed analyses, wrote workflow automation scripts, and maintained relational databases to improve existing maintenance processes.

Ipsos North America *Senior Incentive Coordinator*

CHICAGO, IL SEPTEMBER 2012 - JULY 2014

- Guided team strategy by developing and coordinating development project plans, remaining in scope, within budget, and on time.
- Tested & debugged programs to meet software specifications.

PROJECTS

- **Place I Know:** Backend written in Ruby (currently migrating to Node.js), frontend written in HTML, CSS, and jQuery (currently migrating to React). iOS app written in Swift 4.
- **Lighthouse:** Home automation and information suite comprised of wall-mounted touchscreen panels and a distributed network of sensors. Written in Node.js, Python, and C.

TECHNICAL SKILLS

- **Ruby** (3 years)
- **Javascript** (3 years)
 - **Node.js** (1 year)
 - **React.js** (1 year)
- **Swift** 1 year
- **HTML, CSS** (+ preprocessors), **jQuery** (5 years)
- Relational & non-relational (NoSQL) databases
- Proficiency with Unix/Linux environments
- Experience with cloud computing platforms and architecting scalable, fault-tolerant systems
- Certified Solutions Architect by Amazon Web Service (March 2018)

SKILLS

- Fluency in English & French
- Graphic design (Adobe Creative Suite)
- Microsoft Office (including VBA macros)
- Project management & coordination
- Data analysis & visual data presentation

FEATURED WORK

Streetsblog Chicago

18 published articles, 2013-2018

Who's Faster? Divvy Bike Visualization

Winner, 2015 Divvy Data Challenge
Featured in *Chicago Magazine*, *Red Eye*, & *Next City*

Chicago Commute Mode Map

Featured in *Red Eye* (daily paper), 2014

Chicago Building Age Map

Featured in *Infographics Design*, 2014

EDUCATION

University of British Columbia

Coursework in Community Planning
VANCOUVER, CANADA 2014 - 2015

University of Wisconsin

Bachelor of Arts, Sociology, French Minor, Economics
Certificate, Urban Planning
MILWAUKEE, WI 2009 - 2012