

Jesse Lennon

Aspiring Solutions Architect

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PROFESSIONAL SUMMARY

Operations, Product, Program, Policy, and Quality Management professional with 8 years of experience, now transitioning to a career in Software Engineering. Proven expertise in developing innovative solutions, increasing efficiency, and optimizing platforms. Currently developing a Web3 application to enhance blockchain transactional security. Committed to delivering excellence in all projects and initiatives.

PROJECTS

Personal Project: Web3 Security Enhancement Application 04/2023 - Present

- Developing a Web3 application to enhance blockchain transactional security using JavaScript and Python.
- Gained hands-on experience in conducting comprehensive API testing and troubleshooting.
- Managed all aspects of the development process, from setting domain settings and hosting to connecting the database and deploying new builds using Visual Studio, GitHub, and Heroku.

PROFESSIONAL EXPERIENCE

COINBASE Remote QA Team Lead, Ecosystems 06/2020 - 01/2023

- Designed, implemented, and managed 11 comprehensive QA Programs across 6 unique products (Exchange, Custody, Prime Broker, NFT Marketplace, Commerce, and Node).
- Managed quality assurance for developer support for APIs across Retail, Exchange, Commerce, and Nodepay products. This included improving internal processes, troubleshooting practices, and enhancing API documentation to ensure optimal functionality and user understanding.
- Managed onboarding and training of over 600 new hires across multiple lines of business.
- Created and executed strategic test plans, enhancing the quality of multiple products and service deliveries.
- Established and managed comprehensive User Acceptance Testing (UAT) processes, ensuring seamless functionality and user experience across multiple business lines.

FIGURE Reno, NV Quality Assurance & Operations Manager 09/2018 - 06/2020

- Designed and managed an Omni-channel Quality Assurance program for two flagship products.
- Developed over 36 Operational KPIs in Tableau, leading to significant operational improvements.
- Managed onboarding and product training of 59 new hires over 14 months.
- Managed and implemented a changeover to new phone software with minimal effect on operational SLAs.

IMPEXIM McLEAN, VA Lead Technical Support Engineer 06/2017 - 09/2018

- Provided support oversight and escalation management for a SaaS client base of over 90 major non-profits.
- Led day-to-day operations and served as an escalation point for troubleshooting complex issues related to custom SQL reporting, JavaScript and HTML for the E-Commerce application, and API integrations.
- Collaborated with internal teams to effectively manage and swiftly resolve high-severity incidents.
- Managed accounts for newly onboarded non-profit clients including post-sales requirements gathering, implementation calls, product training, UAT testing, escalated support, and business reviews.

SKILLS & OTHER

- **Programming Languages:** Python, Javascript, SQL, Ruby, HTML, CSS
- **Development Tools:** Visual Studio, Github, Postman, AWS
- **Software Development:** Troubleshooting, Project Management, Requirements Analysis, Data Analysis, Continuous Integration/Continuous Deployment (CI/CD), Cross-Functional Collaboration, Technical Documentation
- **Data Analysis & Visualization:** Excel, Google Sheets, DataStudio, Looker, Tableau
- **CRM Administration:** Salesforce, Intercom, Five9, Purecloud, Talkdesk, Discord
- **Certifications:** PSM, PSPO, Google Data Analytics, Google IT Automation with Python