

# ROB ROSENBERG

SENIOR FRONTEND ENGINEER

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## EXPERIENCE

### Senior Software Engineer - Pax8

2021 - Present

- Built and launched an integrations platform that enabled partners to manage API credentials, webhooks, applications, and integration resources.
- Led frontend development across multiple product and platform initiatives, including support workflows, scheduled ordering, partner integrations, and developer tooling.
- Designed and delivered a scheduled ordering experience under a critical deadline, helping retain a major customer and protect over \$1M in annual revenue.
- Improved support workflows and internal tooling, reducing average ticket resolution times by more than 40%.
- Helped improve developer productivity through component library enhancements, AI tooling, MCP improvements, and engineering best practices.

### Software Engineer - Off Base Productions

2019 - 2021

- Launched a Fortune 200 intranet redesign used by 10,000+ employees, increasing engagement by approximately 10%.
- Built a game voting platform using Firebase and GraphQL that received more than 100,000 votes within its first 72 hours.
- Developed marketing sites and interactive experiences for clients including Sony, Bandai Namco, and Prime Gaming.
- Reduced internal asset creation time by 30% through workflow automation and custom tooling integrations.

### Software Engineer - Freelance

2017 - Present

- Improved productivity by 35% for the product support team through developing AWS EC2 infrastructure to scale business workflows.
- Wrote Python scripts utilizing AWS and Paypal APIs to automate manual paypal and server workflows.
- Built a calculator app for a consulting company and increased client lead generation by 22%.
- Built a complex calendar feature in a React in a schooling app to help teachers, students and parents manage their schedules. Reduced teacher scheduling workflows by almost 2 hours every week.

### Support Engineer - Alpha

2018 - 2019

- Improved support efficiency by 20% by resolving customer data issues through SQL scripting.
- Consolidated support communication workflows increasing customer satisfaction by 12% and reducing issue resolution time by 35%.
- Designed and created customer support documentation for our training center which reduced support requests by 25% and improved onboarding time by ~15%.

## SKILLS

TypeScript, JavaScript, React, Next.js, Vue, Node.js, GraphQL, AWS, Design Systems, Component Libraries, MCP, AI Tooling

## EDUCATION

BA, Business Management Information Systems

2016

Western Washington University