

Luke Duncan

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Work Experience

what.it.is April 2016 - Present / Austin, Texas

Software Developer

- Lead technical project management on projects for several clients ranging from building full scale applications to static marketing websites.
- Managed front-end and API integrations for applications based in PHP and Javascript. This included 3rd party API's such as Stripe and Haivision.
- Built Android & iOS applications utilizing the Ionic framework, AngularJS and Cordova.

Ticketbud September 2013 - April 2016 / Austin, Texas

Software Developer

- Developed several features and performed bug fixes utilizing Rails best practices, testing and maintainable code.
- Built single page application for the event creation process utilizing React to build components using Ticketbud's internal API.
- Integrated several marketing and payment gateways into the Ticketbud application including Mixpanel, WePay, Braintree and Stripe.

Head of Support

- Implemented processes and managed entire customer support team to create a scalable feedback loop with product, engineering and management teams.
- Analyzed customer support data to improve product and propose changes to the platform.
- Developed marketing and support landing pages using Middleman, jQuery and SASS which were then deployed to S3.

Bazaarvoice August 2013 - December 2013 / Austin, Texas

Market Data Analyst

- Managed various data cleanup projects through Bazaarvoice's Salesforce database.
- Conducted market research on possible Bazaarvoice clients through various CRM technologies.

Goodybag May 2012 - July 2013 / Austin, Texas

Associate Product Manager

- Planned and executed product marketing strategies for web and mobile applications.
- Managed a team of cross-functional team of designers and engineers with a senior product manager to implement new features into the Goodybag platform.

Education

Stanford University

Advanced Project Management

St. Edwards University

BBA Marketing

Skills

Languages: Ruby, Javascript, PHP, CSS, SASS

Frameworks: Rails, Node.js, React.js, Angular.js, jQuery, Express, Sinatra

Data/Services: Git, Github, MongoDB, PostgreSQL