Luke Duncan

https://www.lukeduncan.me / luke.will.duncan@gmail.com / 832-755-5106

Ticketbud / Software Developer April 2018 - February 2020 / Remote
- Primary focus on upgrading legacy Ruby on Rails codebase and creating scalable, revenue generating features
- Built custom solutions and features for Ticketbud's enterprise level clients that led to new revenue channels such as 10% revenue increase per ticket purchase in cart checkout
- Led project to upgrade core technology to utilize modern solutions such as Google Cloud, Kubernetes, Docker and CircleCI

PayOnDelivery / Product Manager May 2017 - April 2018 / Houston, Texas
- Managed team of four engineers to rebuild the web and mobile applications utilizing Laravel and React Native
- Built product roadmap and sprint schedule for entire organization based on user feedback and projected goals
- Developed code for frontend of web and mobile applications using React, React Native and MobX for state management
- Designed wireframes, mockups and pattern library using Sketch and central Github repository

what.it.is / Software Developer April 2016 - May 2017 / Austin, Texas
- Created full scale applications to static marketing websites for a diverse client range from banks to local restaurants
- Managed all API integrations for client applications based in PHP and Javascript
- Built Android and iOS application utilizing Ionic framework, AngularJS and Cordova for children audio book application

Ticketbud / Software Developer + Head of Customer Support September 2013 - April 2016 / Austin, Texas
- Developed features and performed bug fixes by writing maintainable code, utilizing Rails best practices and testing with RSpec
- Built microservice application utilizing React to update a core feature of the ticketing platform
- Integrated several marketing and payments gateways into the Ticketbud application including Mixpanel, Stripe, Braintree and WePay
- Implemented processes and managed entire customer support team to create a scalable feedback loop with product, engineering and management teams
- Improved product and platform from analysis of customer support and product data
- Developed marketing and support landing pages using Middleman, jQuery and SCSS deployed to AWS S3

Bazaarvoice / Market Data Analyst August 2013 - December 2013 / Austin, Texas
- Managed various data cleanup projects through Bazaarvoice's Salesforce database
- Conducted market research on possible clients through various CRM technologies

Education

Stanford University
Advanced Project Management - APM Certified

St. Edwards University
BBA Marketing

Skills

Front-end - HTML, CSS, SCSS, Javascript, jQuery, React

Back-end + Languages - PostgreSQL, MySQL, Ruby, PHP, Node

Frameworks - Ruby on Rails, Sinatra, Laravel, Wordpress, React Native, Ionic