JAKE FISHBAIN

SOLUTIONS ARCHITECTURE

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Dedicated solutioner, teacher, and candy-lover, I am a motivated 'edu-coder' striving to help others through knowledge and compassion. I approach a challenge with an open mind, breaking down the issue into its individual parts and tackling each one systematically. I pride myself in being able to connect the dots, implement a plan, and share my learnings. I strive to create solutions that directly meet and align with business objectives and ensure shared milestones and goals are achieved and exceeded. Having taught and led teams across various settings, I believe communication holds together the framework of any successful partnership. The same is true in architecting a solution to implement, regardless of the industry, vertical, or otherwise. I am a capable problem solver and leader with a creative touch. Merging my love for learning, teaching and technology, the possibilities are endless!

EXPERIENCE

Stripe

Platforms Solutions Architect | Tier 1 Verticals July 2021 - Present

Platforms Solutions Architect | Tier 2/3

`Marketplace/Platform Segmentation` `Executive Engagement/Relationship Development` `Lead Complex Solutioning` `Stripe Certified Solutions Architect`

- Achieve future leader status through annual talent review (ATR) cycle leading and exceeding quarterly and annual goals
  - $11.0M in Deal Signed Operating Net Revenue in 2022, leading Platform Solutions Architecture team
  - $26.2M in Committed Contract Operating Net Revenue in 2022, leading Platform Solutions Architecture team
  - $3.9B in processing volume across 24 closed opportunities in 2022
- Selected amongst top 5% in the global sales organization to attend President's Club/Catalyst Program
- Lead, mentor, and enable internal teams through cross-functional initiatives and relationships
  - Act as AMER Lead on Connect Technical Field Community and strategize to develop content and trainings for Unified Accounts
  - Manage, develop and deliver a comprehensive and research based curriculum to NASA (North Americas Solutions Architecture) new hire Solutions Architects
  - Guide new talent as a SpinUp Buddy helping to ramp and expand the team
  - Demonstrate leadership within platforms organization taking on key responsibilities including new initiatives, events, and webinars
- Accelerate time to market leading to actualization & realization of revenue
  - Create and deliver solution plans via deep discovery and scoping sessions to enable Professional Services and Partner hand-off and launch
- Create reusable content, tools, and strategies to help provide alignment between Stripe solutions and a user's business needs
  - Build ROI analysis calculator to transparently outline pricing structure comparisons for buyrate and revenue share based on AOV
  - Design scoping decks and discovery question sets/tools for Unified Accounts initiative

Olive AI

Solution Delivery Engineering Team Lead December 2020 - Present

Alpha Engineer II RPA & AI September 2020 - December 2020

`javascript` `typescript` `rpa` `node` `REST APIs` `design systems` `OOP`

- Lead Agile teams in the creation of complex technical solutions incorporating meetings such as backlog grooming, planning, retrospectives, etc.
  - Mentor, set and evaluate goals, and grow a team of engineering direct reports
  - Create Technical Design Documents (TDDs) to further communicate project progress and architecture
- Deliver high quality, reliable, working software
  - Utilize TypeScript and JavaScript frameworks to develop individualized solutions
  - Reverse engineer portal API calls to bypass UI scraping
- Develop a deep understanding of technologies incorporating robotic process automation (RPA), client-server architecture, machine learning, and web technologies
- Design, architect, and implement maintainable and scalable solutions
- Debug and triage issues related to infrastructure and build configurations
- Document process, procedures, and training materials for staff and stakeholders
- Develop internal tools to increase communication and transparency across builds

AVIA

Software Engineer II January 2020 - August 2020

Scrum Master/Lead January 2020 - August 2020

`angular` `node` `express` `mysql` `typescript` `elastic` `webhooks` `bootstrap` `material` `graphql`

- Develop and enhance codebase, elevating team dynamics and efficiency
  - Create component based library of reusable Angular components (with storybook implementation), slimming down build size and adding consistency to the team's design principles
  - Integrate asynchronous promise based API protocol, eliminating nested callbacks in Node
  - Integrate code standard to protect against SQL injection and other security concerns
- Implement new service architecture model
  - Introduce and execute new integration testing platform
  - Develop novel email analytics platform integrating with third party APIs, webhooks, and monitoring services
  - Upgrade frontend stack through 2 major Angular release versions, incorporate Ivy compiler
  - Introduce new flat graph model in order to integrate new GraphQL middleware layer
- Lead, develop, and maintain developer internship program

- Mentor incoming junior engineers and interns through the lifecycle of their experience at AVIA
    - Act as primary point of contact, guiding team members through onboarding, environment setup, exposure and integration of our stack, skill hardening via consistent teaching and pairing sessions, and management/1:1 meetings.
- Introduce and Implement team scrum/agile policies and procedures
    - Lead daily stand meeting outlining blockers with specific follow up tasks
    - Participate in 'scrum of scrums' meeting with other leads, syncing and sharing out celebrations and impediments with upper management
    - Aide in bi-weekly sprint planning, delineation, and organization

ThinkCERCA

Software Engineer August 2018 - January 2020

Junior Software Engineer February 2017 - August 2018

`react` `ruby on rails` `postgresql` `redis` `algolia` `bootstrap` `graphql`

- Develop and improve overall product architecture/codebase
    - Develop, design, and implement application knowledge using Ruby on Rails, React, GraphQL. Build and iterate upon functional component code base
    - Improve unit, integration and E2E test coverage
    - Collaborate/contribute on sprints that align with key roadmap items and will advance building Tier 2 Support capacity

- Own and manage all Support Functions
    - Work directly with internal and external stakeholders to understand support issues, and provide context, metrics, documentation for effective solutions
    - Prioritize and manage backlog of Tier 2 support features/functionalities with other Team Leads
    - Own Jira project and ZenDesk Support trends - deliver tickets and/or push them to the appropriate teams

- Create and iterate upon ThinkCERCAMP, a professional development program with a growth mindset focus exploring the paradigms and processes to learn coding and engineering empathy across the company
    - Develop curriculum to guide coworkers through self-directed programming modules with real-world deliverables
    - Lead instruction and content delivery

- Refine, document and evolve the Tier 1 and Tier 2 support processes
    - Build, iterate and document support tools
    - Train additional engineers in support processes as well as command line support tools

- Celebrate and improve culture across the team, implementing positive change through understanding, collaboration, and new initiatives

- Use insights from support work and success tickets to help inform feature iterations and architectural planning of new epics

Northwestern University | Trilogy Education

Web Development Teaching Assistant | Mentor August 2018 - Present

- Mentor and assist teaching Northwestern Web Development students through a fullstack program
    - Guide students in developing confidence and proficiency in: JavaScript, HTML, CSS, jQuery, Node.js, React.js, Git, Command Line, MySQL, Ruby on Rails, Sequelize, Express, SQL, noSQL, Tableau

Code Platoon

Web Development Teaching Assistant | Mentor August 2017 - August 2018

- Code Platoon Credo: Understand that good software developers don't just know how to code; they have emotional intelligence that allows them to give and receive feedback, and they understand that often the way forward is through pure grit and determination
    - Research and answer student questions
    - Help model and advance students' skills

Chicago Public Schools

Special Education Teacher | LBSI August 2015 - June 2016

Niles Township District For Special Education

Special Education Teacher | LBSI August 2013 - July 2015

TECHNICAL SKILLS

`Agile Methodologies/Scrum` `Pair Programming Principles` `JavaScript` `Angular` `Node` `Express` `TypeScript` `React` `Ruby/Ruby On Rails` `Document Based Databases (MongoDB, NoSQL)`
`SQL/Relational Databases (PostgreSQL, MySQL)` `GraphQL` `HTML/CSS` `git` `RPA` `jQuery` `Object Oriented Programming (OOP)` `TDD Principals/Testing Languages` `Functional Programming`

EDUCATION

Dev Bootcamp 2016

- Full Stack Web Development, Computer Science

University of Illinois at Urbana-Champaign 2009-2013

- Bachelor Of Science, Special Education | LBSI