

# Will Slotterback

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## Education

**Northeastern University, Boston, MA**

Sept 2014 - May 2019

*College of Computer and Information Science*

*Candidate for a Bachelor of Science in Computer Science and Entrepreneurship*

Related Courses: Web Development, Algorithms and Data Structures, Database Design, Computer Systems and Structures, Object Oriented Design, Lean Design and Development

Honors: 3.52 / 4.0 GPA, Dean's List

Activities: Scout Design Studio, Enabling Engineering, Club Soccer

Projects: X-Max: A game controller for a student with cerebral palsy

## Skills

Javascript ● ● ● ● ●

HTML/CSS ● ● ● ● ●

Java ● ● ● ● ○

### Additional Technologies:

React    Vue    MongoDB

Redux    MacOS    SQL

Ember    Windows    Android

## Work Experience

**Zendesk, Copenhagen, DK**

Jan 2018 - July 2018

*Software Engineer Intern*

- Collaborated with a team of international software engineers to improve the Help Center product's permission system.
- Implemented a mission critical article search app in React.js, and hooked it up to Zendesk's proprietary machine learning model.
- Designed and built new feature to create a tighter feedback loop between agents sending articles and customers viewing those articles.

**Zendesk, San Francisco, CA**

Jan 2017 - July 2017

*Software Engineer Intern*

- Led engineering work and collaborated with designers, product developers and other engineers on new premium feature written with Ember.js.
- Spearheaded new initiative to root out inconsistency within Zendesk's support product in order to improve usability and perception of reliability.
- Researched new technology to refresh Zendesk's tech stack with React + Redux and GraphQL.

**Northeastern Computer Science Department Boston, MA**

Sept 2016 - Jan 2017

*Fellow for Overview 1*

- Led a class introducing 20 incoming freshman to the CCIS department and all of its resources.
- Conducted one on one discussions with each member of the class to enhance their time management strategies and other college essentials.
- Facilitated class discussions, hosted special events, and worked with other fellows and advisors to plan and develop material for future class sessions.

**Opterra Energy Services, Norwell, MA**

Jan 2016 - July 2016

*Computer Science Co-op*

- Designed and built Java application to automate previously manual process of creating HVAC controls graphics.
- Performed Salesforce administration by building web pages, creating objects, designing work flows, and constructing data validation rules all for approximately 50 users.

## Interests

Soccer

Hiking

Cooking

Travel

Music