

shawnajroberts

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skills

programming

- Ruby, Python, SQL
- HTML, CSS, JavaScript
- Java, C++, C
- Documentation
- Teaching

communication

- Streamlined project tracking & documentation
- Policy creation & documentation
- Negotiation & conflict resolution
- Customer service
- Active listening

management

- Project management
- Community management
- Experience with non-traditional hierarchies
- Large group meeting/discussion facilitation

experience

github

sept.2020 - present

Remote

Account Review Team Lead

- Lead long-term projects to improve the abilities and maturity of our content detection systems.
- Prioritize and track progress on incremental improvements to our account review tool.
- Maintain a high level of context relating to current campaigns and investigations.
- Improve account review processes for scalability and consistency.

Senior Security Analyst

- Build rule-based classifiers to detect illegitimate content and behavior using kafka streams and GraphQL queries.
- Identify and analyze new patterns of illegitimate content and behavior using SQL and internal APIs.
- Lead long-term projects to improve the abilities and maturity of our content detection systems.
- Review feature proposals for potential abuse vectors and provide possible mitigations.

Technical Support Engineer - Escalations

- Primary person responsible for urgent, sensitive data requests.
- Accountable for responding to escalations from the core Support Team.
- Propose, implement, and launch new processes to enhance team workflows.
- Troubleshoot, investigate, and create detailed bug reports.
- Maintain deep knowledge of Git and GitHub feature and usage.

Technical Support Engineer

- Primary person responsible for urgent, sensitive data requests.
- Collaborate across the org in coordinating incident response.
- Help people use GitHub's products, including GitHub.com, GitHub Pages, and our API.
- Troubleshoot, investigate, and create detailed bug reports.
- Create and edit internal support documentation.

dec.2018 - sept.2020

april.2018 - dec.2018

july.2016 - april.2018

automatic

dec.2013 - july.2016

Remote

Happiness Engineer

- Help people use Automatic's products, including WordPress.com, Jetpack, and Gravatar.
- Troubleshoot, investigate, and create detailed bug reports.
- Coordinate in-person planning meetups for 7-10 people.
- Clearly communicate personal coding and response goals to my lead.
- Create and edit user-facing support documentation.

education

2017

2014 - 2015

2008 - 2012

Concentration:

Full Stack Developer Nanodegree Udacity

Front End Developer Nanodegree Udacity

Bachelor of Arts Hampshire College, Amherst MA

communication and team management with case studies in computer science and theater