TONEE YOUNG
SENIOR SOFTWARE ENGINEER

CONTACT

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🌐 toneeyoung.com

ABOUT ME

I'm a self-taught engineer who approaches every project pondering how its processes can be incrementally improved. Recently, a teammate had these kind words to say about me: "I'm in awe of their willingness to share their deep knowledge of [internal tool] and their consistent advocacy of customers in every project they are a part of. It goes beyond our team."

SKILLS

- PHP, Ruby/Rails, Vanilla JS, React, Dojo, GoLang, SQL, HTML, CSS
- D.R.E.A.M. (Documentation Rules Everything Around Me)
- Incident comms facilitator
- Tech Talk/retro presenter
- Skillful & thoughtful communicator
- Diligent & consistent on-call shift participant
- Career mentor & onboarding buddy to fellow engineers

EDUCATION

BACHELOR OF ARTS, LINGUISTICS

University of Georgia
2007 - 2011

EXPERIENCE

INTUIT | MAILCHIMP (2013 - PRES.)

SENIOR SOFTWARE ENGINEER (1/2023 - PRES.)
Security Champions Team

- Enforce security best practices for new & existing software features.
- Author & augment access management functionality for internal & customer-facing products.
- Implement security-related logging & aggregate it into dashboards.
- Hired as first engineer on the team & conducted technical interviews for all remaining engineers.

SOFTWARE ENGINEER (2018 - 2023)
Human Assistance Team

- Built tools & features that served both external customers contacting Support & internal Support representatives, enabling all parties to solve customer queries as thoroughly & efficiently as possible.
- Maintained & enhanced a comprehensive customer account management & internal tooling system.
- Received the sole "exceeds expectations" rating given by manager for 2022 performance.

PROJECT SPECIALIST (2016 - 2018)

- Managed projects cross-departmentally to achieve Support Operations Department's strategic goals.
- Researched, presented findings, & managed relationships with vendors.

CUSTOMER SUPPORT & PROCIAL MANAGER (2014 - 2016)

- Guided up to 11 support representatives to achieve their career goals & resolve customer queries with skill, compassion, & speed.
- Was promoted to serve as the inaugural manager for a novel premium technical & social support (Procial) team.