

# Carolyn Ulfe | Software Engineer

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## Profile

Software Engineer passionate about learning new technologies, knowledge sharing and code quality. My main expertise is with web development and cross-platform applications, mostly focuses on frontend development. Building expertise in frontend architecture, performance, optimization and responsive layout using the agile approach.

## Work History

### Senior Software Engineer

Zendesk

Sep 2021 - current

Dublin, Ireland

- Led front-end development of major reporting and analytics features (Dashboard Builder, Report Builder, Filter Views, Quick Reports), improving scalability, usability, and system performance.
- Enhanced reliability and efficiency through performance optimizations, large-scale data handling improvements, and stabilization of end-to-end testing pipelines.
- Contributed to modernization initiatives, including Angular deprecation, test infrastructure migration, and Pandora account migration, ensuring seamless transitions to modern architectures.
- Collaborated cross-functionally to deliver AI-powered insights and accessibility improvements, while mentoring engineers and driving best practices in code quality and design.

**Key Technologies:** React, Redux, JS, TypeScript, OpenAI API, Apollo Client, GraphQL, React Profiler, Cypress, Playwright, Jest, React testing library, RSpec, styled-components, D3js, Ruby, accessibility, Docker, AWS.

### Senior UI Developer

ThoughtWorks

Sep 2019 - Aug 2021

Munich, Germany

- E-commerce Project: Developed an e-commerce platform to replace an existing outdated platform, ensuring high availability, scalability and integration with other systems, improving the shopping experience of their clients.
- Automotive Project: Develop a share component project using Web Components and improve the micro-frontend architecture.

**Key Technologies:** Web Components, StencilJS, LitElement, React, Redux, VueJS, redux-sagas, ES6/TypeScript, Jest, React testing library, Enzyme, TestCafé, Pact Foundation, SCSS, Storybook, A/B testing, micro-frontend architecture, Kotlin, AWS Console, Lerna, Hawkeye, yarn, Talisman.

### Frontend Engineer

European Computer Telecom AG

Sep 2017 - Aug 2019

Munich, Germany

- Developed a cross-platform mobile application and web app for business communication which allow organizing all in one place (instant messages and video calls, conferences, meetings, emails and more).

**Key Technologies:** React Native, ReactJS, Redux, TypeScript, Material-UI, Webpack.

### Software Engineer II - Frontend

Verizon

Dec 2016 - Jul 2017

Lima, Peru

- Developed an ETMS Cloud Vendor which reduces manual work and vendor profile creation requests lead time from 2 weeks to 1 day. Developed a Data Visualization Interface customizable which permit to see the permission and roles per each user of the company's website.

**Key Technologies:** ReactJS, Redux, Git, Webpack, Mocha, Enzyme, Node JS, Neo4J, MongoDB, VisJS.

### Software Engineer I - Frontend

Verizon

Jan 2015 - Nov 2016

Lima, Peru

- Developed and maintained for the modules of Verizon Enterprise Center working along with USA and India teams following agile methodologies, solving logical problems and improving code.

**Key Technologies:** AngularJS, ExtJS, jQuery, Git, Sass, Gulp, Grunt, Jira.

## Education

### **React Nano-degree**

Udacity

2018

### **Specialization Responsive Website Development and Design**

Coursera

2016

### **Bachelor of Software Engineering**

National University of San Marcos

2014

## Languages

English, Spanish, Portuguese, German.