

CHRIS MIELKE

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Engineering manager with 3+ years of manager experience and a background as a fullstack web engineer with 13+ years of React, Javascript, Java, PHP, and AWS experience. A user-focused, creative, problem-solving engineer that evolved from a graphic design degree.

CORE COMPETENCIES

Managerial

- .. Goal setting
- .. Team vision
- .. Cross-discipline communication
- .. Personalized growth
- .. Agile/Scrum

Professional

- .. Team-oriented
- .. Self-motivated
- .. Creative problem solver
- .. Passionate
- .. Objective
- .. Analytical

Technical

- .. Javascript
- .. React
- .. Java
- .. HTML/CSS
- .. PHP
- .. AWS

RELATED WORK EXPERIENCE

Zillow Group/Trulia

Engineering Manager

Remote .. February 2019 – March 2022

- .. Grew team from 2 to 9 engineers through hiring and merging of teams
- .. Managed team during an internal re-org balancing the desires of my team with the needs of the company, and preparing the team for new lines of work
- .. Improved team member well-being during pandemic as measured by quarterly company health survey. Team satisfaction was consistently 10-20% above company average.
- .. Creation of a 90-day onboarding plan to improve new hire experience including important milestones for both the new hire and manager
- .. Established team member goals and review process for ensuring skills aligned with the needs of the company and encouraging personalized team member growth
- .. Partnered with Product, Design, Analytics, Compliance/Security, Platform, and Testing from initial brainstorm to post-launch for the successful release of new products and features
- .. Lead creation of tracking and fulfillment system for customers using bundled Zillow services, including rebate payments via check and direct deposit.
- .. Coordinated multiple Hack Weeks for the SF office resulting in many projects going into production and leading to many innovative solutions to office, engineering, and product challenges
- .. Participated in many recruiting events, especially those focused on LGBTQ+ candidates

Senior Software Engineer

San Francisco, CA .. June 2016 – February 2019

- .. Owned the Trulia lead form to connect our consumers with agents, participating in everything from product brainstorming to frontend implementation, with a focus on the backend API
- .. Rebuilt API powering lead forms from scratch as a single source of data for web and native apps to support the business as it grew and evolved utilizing primarily PHP, Redis, and AWS
- .. In addition to automated testing, implemented a robust dashboard and alerting for monitoring system and business metrics
- .. Self-taught Java to build a Spring Boot API on a cross-team squad to power new functionality on the Trulia Homepage
- .. Lead cross-team project to modernize off-market property pages with new platform stack, standards, and branding
- .. During a Hack Week, led team to create Trulia's Local Legal Protection feature identifying non-discrimination protections for LGBTQ+ home shoppers. When launched to production, the feature received the most PR coverage of any feature in recent years.

TransitScreen

Software Engineer

San Francisco, CA .. September 2015 – June 2016

- .. Worked with many different APIs to integrate real-time transit data into the TransitScreen system dealing with bad data, outages, and all the other issues that come with using someone else's data.
- .. Created much of the CakePHP 3 groundwork for our V2 version of the product and migrated much of the functionality from our V1 CodeIgnitor product.
- .. Implemented the Agile/Scrum methodology for the development team including serving as Scrum Master and setting up JIRA for tracking
- .. Used Vagrant with Ansible, Gulp, Composer, NPM, and Bower for managing the local development environment.

Sparked

Software Engineer

San Francisco, CA .. December 2014 – June 2015

- .. Developed on 2 separate products using PHP, MySQL, HTML, CSS, jQuery, and some Mongo and Elasticsearch along with the Agile and Scrum methodologies
- .. Created a payment process for our self-serve customers using the Stripe API.
- .. Optimized Barclay's Connector to reduce page load time and time to first byte by dynamically moving many resources up to S3/Cloudfront, improving the PHP code, loading select items with AJAX, and minimizing and bundling the CSS and JS using Grunt.
- .. Designed, mocked up, and implemented a system in Barclay's Connector for users to follow other users, articles, and forum posts.
- .. For Barclay's Connector, reworked the UI and UX to improve the user experience and guiding the user to the important content.

Marin Software

Web Developer

San Francisco, CA .. July 2012 – November 2014

- .. Develop internal tools and applications using a mix of PHP, MySQL, HTML, CSS, jQuery, AJAX in a Java based environment using the Agile and Scrum methodologies
- .. Reworked the application translation system from a process that took 3-5 days and much manual work into a scheduled, automated system that takes about 15 minutes.
- .. Setup an Elasticsearch search engine to search internal data sources including Salesforce, JIRA and an internal wiki (using Nutch) reducing steps for support teams to find information
- .. Transition to a new knowledge base including reworking the help translation system, application integration, implementing single sign-on and implementing a new site design.

NCSOft

Web Developer

Seattle, WA .. February 2011 – July 2012

- .. Develop websites using a mix of HTML, CSS, jQuery, AJAX, PHP, SQL in a Java based environment using the Agile and Scrum methodologies
- .. Integrate game-to-web functionality to enhance user experience
- .. Collaborate with backend developers, producers, designers and brand management to create innovative websites
- .. Translate comps and wireframes into CMS-based templates and websites maintaining integrity across browsers
- .. Propose improvements in user experience and site implementations
- .. Work collaboratively with overseas development teams to create a single, cohesive website
- .. Define product features and research competitive implementations

Austin Community College District

Programmer, Analyst

Austin, TX .. April 2008 – December 2010

- .. Developed an application for the hiring process including employee separation, job posting, interviewing and candidate placement
- .. Developed an application to comply with Texas law requiring faculty syllabi and curriculum vitae to be online and searchable
- .. Created a new staff and faculty directory providing more information easily, and allowing for a fuzzy name search
- .. Developed applications with PHP, MSSQL, Javascript, jQuery, and CSS
- .. Met with clients to create application specifications
- .. Led user training and created user documentation
- .. Improved application processes, usability, accessibility and design

Tripp Growth Marketing

Graphic Designer

Plymouth, MN .. October 2006 – December 2007

- .. Branding, web, brochure, sales book, packaging, and product design for an outdoor themed grilling company, a fishing accessories product line and a software training company
- .. Development a personal defense and safety eCommerce site using PHP/MySQL

DIVERSITY & INCLUSION EXPERIENCE

Zillow Group

President, Pride Network

June 2017 – November 2019

- .. Led the inaugural LGBTQ+ Employee Resource Group (ERG) establishing the foundation, and organized initiatives improving the lives of employees and LGBTQ+ Americans
- .. Worked with Government Relations team to have Zillow Group signed onto support the Equality Act, Fair and Equal Housing Act, and the amicus brief to support LGBTQ+ employees in the Supreme Court case
- .. Collaborated internally to provide content for LGBTQ+ employees and home shoppers including Gender Transitioning Guidelines, LGBTQ+ Employee Benefits FAQ, and an LGBTQ+ Home Buyers Guide
- .. Worked to get LGBTQ+ employees measured in systems to determine equity in pay, promotion, and internal mobility
- .. Reviewed content for areas of concern relevant to LGBTQ+ people including internal communications, policies, PR releases, and marketing content
- .. Participated in recruiting events focused on the LGBTQ+ community

ACCOMPLISHMENTS

- .. Presenter and mentor at Out 4 Undergrad Tech
- .. Presenter on panel at Out & Equal Summit
- .. Won Zillow Hack Week and placed in top 3 for multiple projects

EDUCATION

University of Minnesota Duluth .. May 2006

Bachelor of Fine Arts in Graphic Design

Bachelor of Arts in German Studies