Frank Forte
Full Stack Developer / Web Development Manager
frank.forte@gmail.com

Summary

I am looking for a new opportunity to deliver best in class web applications. As a full-stack developer, I am able to pick up new languages quickly and I have an unnatural drive to figure things out. I also enjoy mentoring junior employees and helping them solve problems with efficiency and accuracy. As a well rounded individual, you can rely on me to deal with clients, build robust applications to meet your needs, or manage other developers in building those applications. Salary expectations: $95k+

Experience

General Manager, Wireless Freedom Inc.   January 2015 – Present

- Mentoring team members and providing vision to develop enterprise grade software.
- Preparing e-commerce technology to ensure it will scale quickly and support the sales team in achieving fast growth.
- Introducing Git version control software to our agile, secure development life cycle.
- Configuring a Linux server for continuous software deployment across multiple domains, and writing scripts to automate code releases.
- Configuring a private Bitbucket server for code review and approval.
- Creating bash scripts for automating code releases.
- Adhering to an adapted version of Microsoft SDLC for PCI DSS compliance.
- Generating business leads and meeting with clients/potential clients.

Web Development Manager, Baka Communications, Inc.   May 2011 – December 2014

- Collaborating with various groups and department heads across organizations to solve problems for customers, sales teams, marketing and inventory managers, shipping staff, fulfillment and customer service teams.
- Managing, growing and mentoring our web team, helping them create products like a billing system that supports multiple payment gateways and management of merged and split invoices and returns.
- Introducing efficient work flows that eliminated hundreds of hours of overtime, requirements for seasonal staff and the "zoo-like" atmosphere during the busy holiday season.
- Developing and enhancing an in-house e-commerce platform for the wireless industry, allowing very flexible and customizable interfaces for corporate accounts.
- Helping the sales team win big accounts by visiting customers and demonstrating how we can meet their needs, from custom reporting requirements to ordering restrictions for various departments, with the help of our e-commerce platform.
- Hired by a large corporate customer to help upgrade thousands of mobile devices in the US after exceeding expectations and managing a smooth roll out in Canada through customizations in our B2B e-commerce system.
- Meeting with key contacts at the wireless carrier and proposing a business case for web services (APIs) that will better serve dealers and corporate customers. Collaborating with technical teams and

providing insight on business flows between corporate customers, dealers and the carrier, along with technical suggestions to future proof any new services.

- Navigating the Payment Card Industry Data Security Standards and applying security measures to our e-commerce platform.
- Introducing a secure development life cycle adapted for agile development, along with a digital sprint board to track stories from design to deployment.
- Spearheading and launching live chat to better serve customers, to provide more efficient means of communication between employees (in place of email) and to better track communications on submitted orders and returns.

Web Developer, Baka Communications, Inc.   July 2010 – May 2011

- Developing and maintaining an e-commerce platform for wireless business.
- Launching a new front end that supports customizations on the templates and order flows for each corporate account, along with custom restrictions on available devices, accessories, plans and features.
- Implementing changes to the pricing system to support new corporate and retail pricing rules dictated by the wireless carrier.
- Developing and enhancing back end software for order fulfillment.
- Developing an email marketing system to send personalized emails to tens of thousands of our customers (recently updated to comply with CASL).
- Managing installations of database and application server software.
- Designing and managing databases and applications.
- Implementing features to reduce order processing time.
- Creating an automated re-marketing program, resulting in increased accessory sales, customer feedback, product reviews and good will.

Account Manager/Web Developer, ACA TMetrix Inc.   May 2008 - April 2010

- Responsible for generating online leads and calling or meeting with customers to answer their technical questions related to test instruments (e.g. oscilloscopes, data acquisition systems, wireless test systems, programmable power supplies).
- Founding "Test & Measurement Professionals", an online group that has grown past 7,000 members.
- Creating a new website, including a customer quotation system that generated local and international leads. (The customer facing website has since been replaced).
- Creating a user friendly employee portal where our sales team could create custom quotations in seconds using Ajax. I also built:
    - Tracking for demo inventory.
    - Interface to create online seminar registration forms and surveys.
    - API integration with GoldMine CRM through a legacy ASP solution to access customer data.

Commercial Account Representative, Canon Canada Inc.   October 2007 - April 2008

- Responsible for generating leads, assessing opportunity, developing relationships and selling solutions.

- Modeling business work flows for customers, prepared and presented high quality proposals and provided document management systems to meet customer needs.
- Growing customer base and closing over $70k in sales.

Owner, InteractiNet Networking Services Inc.   May 2005 - Present
This was a business I incorporated while completing my engineering degree.

- Developing websites and web based services.
- Creating technical documentation and drawings and submitting a patent application (Canadian patent #2793438).
- Learning to use the latest technologies like web sockets and dabbling in mobile app development.
- Experience integrating third party APIs using XML, RSS, JSON and SOAP formats and protocols.
- Acquiring extensive knowledge in e-commerce, including website marketing techniques and online business models through projects, courses, webinars, and personal research.
- Creating business and marketing plans that placed first when entered into competitions, including the "Dragon's Den" competition at the National Business and Technology Conference.
- Experience developing accessible user interfaces to the latest web standards (W3C).
- Dedicated research on legal and privacy issues surrounding the web.
- Personally handling corporate accounting and bookkeeping, simply to learn how it all works.

Education

Bachelor of Applied Science, Materials Science and Engineering, University of Toronto   2002 – 2007

Embedded Systems, EdX   2014

Machine Learning, Coursera (Enrolled in both Stanford and U of T courses)   In Progress

Extracurricular & Volunteer Work

- President, Snowboard Design Team, University of Toronto, March 2005 - March 2007
- Chair, Materials Science & Engineering Club, University of Toronto, May 2006 - April 2007
- Treasurer, Materials Science & Engineering Club, University of Toronto, May 2005 - April 2006
- First Aid Responder, World Youth Day Volunteer**,** July 2002

Interests

I enjoy frequenting business and technology websites, playing drums, snowboarding, and expanding my knowledge through interesting online courses. I have been spending some time on the Linux command line lately and testing things out like virtual boxes. I also like getting my hands dirty with the occasional home improvement project and especially playing with my kids.