Randall Brown

Software Engineer

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Portfolio | LinkedIn | Github

SUMMARY

Software engineer with a passion for using problem solving to build value-driven features that enhance the user experience. Resourceful and proficient in leveraging AI for research, data analysis, and building full stack web applications.

WORK EXPERIENCE

UX Engineer at Robin Hood - Blue Ridge Labs ('25 Summer Resident)

June 2025 — August 2025 | New York, NY

- Built a web-based feedback campaign for NYC educators and students, driving engagement and insights that accelerated the project by 6 months.
- Optimized front-end performance, reducing page load times by 35% through code refactoring, DNS configuration, asset compression, and caching strategies.

Level II Support - Client Operations at TTEC

January 2024 — Sept 2025 | New York, NY

- Communicated best practices for using internal web applications across several teams, leading to a 40% reduction in issue resolution time and saving over $2M in service level penalty payouts.
- Reported unexpected behaviors in user workflows, meeting client service requirements for accurate logging and secure account maintenance.
- Wrote documentation and maintained detailed job aids for the legacy CRM system.

Data Entry Clerk at Chinese-American Planning Council

June 2023 — October 2023 — Contract | New York, NY

- Resolved thousands of discrepancies during the migration period resulting in 100% audit compliance for file management and storage of PII.
- Recorded accurate data for settlement grants, NOEP, and Access Health programs using best practices.
- Organized quarterly enrollment reports for community programs as required by funding source.

VOLUNTEERING

Software Engineer at WORK4CE Connect

September 2025 — Present | New York, NY

- Developed software requirements specifications and built full stack web applications using TypeScript with Node/Express, NextJS and React.

Software Engineer at 100Devs

June 2024 — Present | Los Angeles, CA (Remote)

- Created an interactive mini project series teaching web development fundamentals. Modules cover HTML, CSS, JavaScript, and asynchronous programming with API's.
- Wrote technical documentation for project setup and detailed code comments in each module.

SKILLS

Languages

JavaScript

TypeScript

Python

Java

SQL / NoSQL

Tech Stack

Node.js

Express.js

React.js

Next.js

FastAPI

Flask

Django

PostgreSQL

Microsoft SQL Server

MongoDB

SQLite

SASS

TailwindCSS

Web Development

MVC Architecture

MVT Architecture

CI/CD Pipelines

Unit Testing

Integration Testing

E2E Testing

Accessibility