Nicholas J. Klein

375 Harvard St. Apt. 29 Cambridge, MA   www.nklein.info   nklein1@gmail.com

PROFILE

Forward-thinking web engineer who combines user experience design know-how with front-end development talent; an exceptional problem solver and team player with demonstrated success both in collaborative environments as well as solo projects.

SKILLS

Languages:		Frameworks:		Design Tools:		Data Tools:		Other Tools:	
HTML5:	●●●○	React:	●●●○	Axure RP:	●●●○	Google Analytics:	●●●○	Git:	●●●●
CSS3:	●●●●	Next.js:	●●○○	Balsamiq:	●●●○	Google Tag Manager:	●●●○	Jira:	●●●●
Javascript:	●●●○	Angular:	●●○○	Photoshop:	●●○○	Google Data Studio:	●●○○	Bitbucket:	●●○○

EDUCATION

Drew University   **Madison, NJ**

B.A. Computer Science w/ Psychology minor.   2013

- Won 25 Under 25 and True Drew awards. Dean's List recipient

WORK EXPERIENCE

Ace Ticket   **Boston, MA**

Lead UX Engineer & Designer   May 2018 – April 2020

- Initiated and spearheaded the complete redesign and rewrite of Ace Ticket's flagship ecommerce site from their current legacy Laravel 4.2 PHP codebase to a fully responsive server-side rendered React web application using Next.js and Redux.
  - Gathered requirements from business stakeholders including VPs, EVPs and company ownership, and built two comprehensive sets of interactive UI prototypes for desktop and mobile designs using Axure RP, which I presented to stakeholders.
  - Researched and selected the new front-end stack, and built working client-side and server-side rendering proof-of-concept apps emulating Ace Ticket's current Event page functionality which were presented to business stakeholders.
  - I began implementing the approved Axure RP designs in a greenfield Next.js-based app using React and Redux principles.
- Conceived, designed, and implemented a total UX redesign of the checkout process for Ace Ticket's current ecommerce site which resulted in a ~15% decrease in checkout abandonment since going live in Spring of 2019.
- Identified and implemented high-profile new features alongside UX improvements and bugfixes for Ace Ticket's current ecommerce site which annually generates tens of millions in revenue. Examples include:
  - A total redesign of Ace Ticket's "Ticket Filter" toolbar for event pages to improve discoverability and facilitate repeated use.
  - A new "Service Fee Comparison" feature for Event pages which highlighted Ace Ticket's industry-low service fees against our chief competitors including Stubhub & SeatGeek. This feature was frequently singled out for praise from customers in Trustpilot reviews.
  - Complete audit and improvement of legacy code resulting in ~3 seconds decrease in average page load time across the site.
- Conducted A/B testing for prospective new site features using PhpAb, Google Tag Manager & Google Analytics.
- Overhauled Ace Ticket's Google Tag Manager implementation to both resolve issues stemming from missing and bad analytics data and improve user behavior metrics reported to Google Analytics.
- Built robust analytic dashboards in Google Data Studio to report on site usage and ecommerce conversion trends not provided directly by Google Analytics
- Designed the branding and designed & implemented the UI for a new portal for Ace Ticket's "Ace Elite" corporate client program.

Wanderu
Front-End Developer

Boston, MA
December 2016 – June 2017

- Helped build a brand-new mobile-optimized React application from the ground up to replace the existing Backbone & Django web apps which comprised Wanderu's core offering.

- Worked closely with the design team to bring their ideas to life as pixel-perfect, production-ready features in React.

- Wrote unit tests for all new React components using Jest & Enzyme.

- Implemented a complete redesign of frequently-crawled pages in Wanderu's SEO-oriented Django web app, with an eye towards improving their usability and Google PageRank.

- Handled bug-fixing and built new features for Wanderu's legacy Backbone & Django web apps.

ClearSky Data
Front-End Developer & Lead UX Designer

Boston, MA
February 2015 – November 2016

- Designed and developed a set of Angular-based management web apps for ClearSky's cloud-backed primary storage service.

- Created and presented comprehensive UX storyboard walkthroughs for new features to a group of stakeholders using Balsamiq and Powerpoint, and then implemented the designs in Angular using tools such as Kendo.js.

- Designed and developed an Angular-based companion plugin for VMware's vSphere Web Client.

Daktari Diagnostics
Principal Front-End Developer & UX Designer

Cambridge, MA
June 2013 – December 2014

- Designed and built a responsive Backbone app from the ground up for visualizing clinical and operational data reported by Daktari's portable HIV diagnostic devices used in remote health clinics throughout Sub-Saharan Africa.

- Selected the project's front-end stack (including Require.js & Handlebars) and designed the entire front-end architecture.

- Wrote a comprehensive suite of automated UI tests using Selenium.

Vsnap Inc.
UI Design Consultant
Front-End Design & Development Internship

Boston, MA
Spring 2013
Winter 2013

- Collaborated with other team members to redesign Vsnap's home page with an increased emphasis on their suite of premium features.

- Planned and implemented a visual redesign for Vsnap's core offering: their web and mobile-based B2B video platform.

- Incorporated feedback from CEO and Lead Developer as I designed new pages in Photoshop and brought them to life as mobile-optimized Grails templates.

OTHER EXPERIENCE

WMNJ The Forest, Drew University Radio
Lead Station Engineer, Director of Programming, Disc Jockey

Madison, NJ
2010 – 2013

- Helped design WMNJ's brand-new three-room station and maintained all station equipment. Scheduled and oversaw all radio programming, and implemented a new ratings system for tracking online streaming listeners in real time using Google Analytics.

Drew Disaster Relief
Leader and Volunteer

Greater New York, New Jersey, & New Orleans Areas
2009 – 2013

- Founded and coordinated Drew University's disaster relief efforts after Hurricane Sandy. Led multiple rebuilding trips to Staten Island and secured $600+ worth of donated safety equipment. Traveled twice to New Orleans to help rebuild homes after Hurricane Katrina.

Eagle Scout
2008 – Present

- Planned and constructed a new trail extension and a 20-ft bridge near Skyline Park in Brookline.