

# Ross MacDonald

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San Diego, CA  
rmac2289@gmail.com

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Highly skilled Software Engineer with a knack for leveraging available resources to create innovative solutions.. Known for collaborating effectively with cross-functional teams in all areas of an organization, ensuring a high-quality product and smooth operation of software solutions. Passionate about driving quality and efficiency in software development processes and learning new technologies. I love to discover a different way to solve a problem.

## PROFESSIONAL EXPERIENCE

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### CHOWNOW

Backend Engineer II  
Software QA Engineer I/II

**Los Angeles, CA**

*August 2023–Present  
April 2022–August 2023*

- Led integration of third party data service for restaurant analytics and reporting, developing configuration and streamlining the Software Development Life Cycle to enhance data-driven decision-making and operational efficiency for restaurant partners.
- Collaborated with engineers from a newly acquired company to integrate our software, providing one-on-one guidance throughout the process. Developed Single Sign-On (SSO) for integrated web services, streamlining user access and enhancing security.
- Developed and implemented APIs for passwordless authentication, enabling customers to securely login via OTP using Twilio Verify service. To date, over 1m users have a verified phone number or email address, significantly enhancing user experience and security.
- Drove a major refactoring project to deprecate and remove 36k+ lines of legacy menu code from a monolithic codebase, significantly reducing technical debt.
- Revamped unit test suite by implementing mocks for all menu functionalities, significantly boosting test reliability and maintainability, resulting in faster, more robust testing cycles.
- Planned and implemented effort to leverage our payment processor's APIs to send out notification emails when account statuses changed, allowing restaurant partners and customer service to be more proactive in keeping accounts in a desired state.

### AXOS BANK

Software QA Engineer  
Junior Business & Technology Analyst

**San Diego, CA**

*December 2021–April 2022  
August 2021–December 2021*

- Developed an internal API using node.js, Elasticsearch & Kibana to export and visualize test results, improving accessibility and insights into test performance.
- Led team meetings with off-shore staff to enhance coverage and maintainability in our test automation suite

## TECHNICAL SKILLS

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- Python, JavaScript, AWS, React, Docker, 3rd party APIs, Backend, Frontend, Testing

## EDUCATION

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### ARIZONA STATE UNIVERSITY

Bachelor of Science, *magna cum laude*

**Tempe, AZ**

*December 2016*