

# Zack Hickman

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## WORK EXPERIENCE

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### Okta

Apr. 2022 – Present

#### Engineering Manager

Remote

- As an Engineering Manager, I lead and mentor a team of five developers that maintain the foundational platform, infrastructure and libraries that power our marketing websites.
  - Our websites are powered by Heroku and Pantheon on Next.js and Drupal stacks, and collectively serve more than 35 million requests/day.
  - We create internal tooling for self-servicing content and design updates, manage Cloudflare workers and configuration, develop reusable component libraries, and manage marketing tool integrations.
- Orchestrate the seamless technical integration of vital marketing tools following corporate acquisition, involving significant cross-functional coordination.
- Guide key web platform discussions and decisions across the organization, including website replatforming and unifying our development processes and core tech stack post-acquisition.

### Auth0 (Okta)

Mar. 2020 - Apr. 2022

#### Senior Engineer I & II

Remote

- Led the development of a Contentful-based CMS for the Auth0 blog, introducing instant publishing and reducing build time by over 75% for a significant boost in author efficiency.
- Created an internal React component library to ensure standardization and best practices across our sites.
- Developed a Next.js monolith and CMS for serving and self-servicing Auth0.com marketing content to replace fractured microservice architecture, improving developer experience, content creator experience, and general site reliability.

### HubSpot

May 2018 - Aug. 2019

#### Senior Software Engineer

Boston, MA

- Created pure JavaScript/CSS product navigation bar with an emphasis on performance, and designed a simplified JSON-based config schema to lower the barrier for contributions from other teams.
- Reduced the load time of the CRM record page from 7.5s -> 2.75s for the 50th percentile, noticeably improving the efficiency and experience of our users.
- Gave internal and external tech talks on frontend performance best practices.

#### Software Engineer

- Designed an account switcher application and streamlined the existing Java API for better performance.
- Implemented a custom signup flow embedded on Facebook, increasing total user signups.
- Created the two-factor authentication frontend flow and settings configuration for the core product.

## EDUCATION

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### Northeastern University

May, 2017

BS in Computer Science & Game Design

Boston, MA

## SKILLS

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Proficient Languages: Javascript, HTML/CSS

Known Languages: Java, Python, Bash

Frameworks/Tools: React, Next.js, Node, Express, Webpack, Cloudfront, Cloudflare, Heroku, Redis, Cypress, Figma