

Jérémy Dagorn

Staff Software Engineer at Zendesk

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Professional summary

Staff Software Engineer with over a decade of experience in full-stack development, specializing in creating scalable and efficient solutions. Expertise in AWS, JavaScript, React, and Ruby/Rails, with a proven track record of leading innovative projects and mentoring teams to enhance technical decision-making. Passionate about leveraging cutting-edge technologies to drive business growth and improve user experiences.

Employment history

AUG 2021 - PRESENT

BUFFALO, NY (REMOTE)

Staff Software Engineer, Zendesk

- Led backend development with Ruby on Rails, enhancing triggers and automation for Zendesk clients.
- Contributed to frontend projects using Typescript/React, improving user interaction and experience.
- Mentored team in technical decision-making, fostering skill growth and ensuring code quality.
- Implemented e2e Cypress tests, ensuring system stability and reducing bugs across multiple codebases.
- Developed frontend module generator, accelerating business logic implementation for engineers.
- Projects I led in 2025:
 - <https://support.zendesk.com/hc/en-us/articles/8481179038490-Understanding-approvals-and-how-they-work>
 - <https://support.zendesk.com/hc/en-us/articles/9901963833498-Announcing-support-for-comments-within-an-approval-request>

MAR 2019 - JUN 2021

SAN DIEGO, CA (REMOTE)

Senior Software Engineer, Robin Healthcare

Early engineer to join the company. Some projects:

- Intake application to make it easy for patients to fill out their intake before their appointments (frontend, backend, data processing, infrastructure)
- Web application to let doctors record clinical summary easily (frontend, backend, data processing, infrastructure)
- Worked on the first iteration of our Authentication/Authorization service (Auth0/Nest.js)
- Tech Lead for the Clinician Mobile App Team (React Native/Expo/Node.js)

Some technologies used:

- Frontend with react/mobx/Audio web apis, etc.
- Backend with Node.js, mostly express for web applications
- Infrastructure with AWS
- Serverless framework

MAR 2018 - MAY 2019

SAN DIEGO, CA (REMOTE)

Senior Full Stack Software Engineer, RollWorks, RollWorks, a division of NextRoll

I was part of the Reporting team for the RollWorks unit. RollWorks is a Growth Platform for B2B marketers looking for precision targeting, account-based marketing, sales-cycle acceleration, and transparent reporting. We are the newest division of AdRoll Group, drawing on 10+ years of performance marketing experience to help marketers grow revenue like never before.

DEC 2016 - MAR 2018

SAN DIEGO, CA

Software Engineer, Ebates

Worked on maintaining and implementing new features for our micro-services in PHP/Laravel. As a member of the Checkout team, I am able to work on many parts of our stack: from creating internal tools using Laravel and Angular.js to helping create our CI process to enable one-click deployments in our QA environment using Jenkins and Docker. I have also contributed in integrating external merchants API into our system.

MAR 2015 - DEC 2016
SAN DIEGO, CA

Software Engineer, Curology

- Enhanced website features with Laravel, boosting system efficiency.
- Integrated APIs for seamless front-end development.
- Built React.js projects from scratch, improving user experience.
- Developed new signup flow using Ember.js, streamlining onboarding.
- Established testing infrastructure, ensuring reliable deployments.

JUL 2012 - NOV 2014
BUDAPEST, HUNGARY

Junior Developer, Prezi

- Developed new prezi editor features using Actionscript and Haxe, enhancing user experience.
- Implemented real-time collaboration for up to 10 users with Java, Haxe, and Python, improving efficiency.
- Worked on complex UI rendering in JavaScript, contributing to a more intuitive interface.
- Conducted data-mining tasks with Hadoop and Pig, providing insights for strategic decisions.

Education

MAR 2011 - MAR 2013

Master's degree, Université Laval

Exchange student for one year

MAR 2010 - MAR 2013

Engineering diploma (equivalent to Master's degree), Polytech Nantes

Computer Science - Software and networks

MAR 2006 - MAR 2010

Licence informatique (equivalent to Bachelor's degree), South Brittany University

Computer Science

Skills

JavaScript

React

Ruby/Rails

Python

AWS

Java

DevOps

Languages

English

French Native

