

# Christopher Plummer / Engineer

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## Amazon / 2019 to Present / Senior Front End Engineer

Lead engineer for PillPack's Consumer Tech team continuing my work at PillPack building delightful pharmacy experiences. Architected and led development of a new Online Account **Progressive Web Application** which increased customer self-service options, reduced customer service calls, and replaced PillPack's iOS application.

Created shared tools and documentation for building pharmacy interfaces including a **design system** library and reference architecture. Founded the User Experience Engineering Group to help teams PillPack's front end applications with Amazon Builder Tools and steward user interface engineering across the business.

*Projects: Online Account, Reference Architecture, Design System*

## PillPack / 2017 to 2019 / Software Development Engineer

Focused on engineering of customer-facing products such as the customer Dashboard and Signup Flow. Delivered measurable improvements to conversion and customer satisfaction. PillPack was acquired by Amazon in 2018.

Improved how customers enter their prescriptions with a **real-time prescription history lookup and identity verification** in the Signup Flow and other on-boarding tools to improve conversion, customer retention, and reduce time-to-first-shipment.

Provided leadership for front end engineering practices at PillPack by starting Front End office hours and directing the hiring of new customer-focussed front end engineers.

*Projects: Signup Flow, Customer Dashboard, Prescription History, Identity Verification*

## Upstatement / 2014 to 2017 / Developer

Led teams of developers and designers and coordinated with outside tech teams to create high-end digital products and performant, maintainable software in an **Agile** process. Created Upstatement's first **Accessibility** standards and trained design and engineering on best practices. Supported continued iteration on products by providing training and documentation to client tech teams and Upstatement's stewardship team.

*Clients: Random House Children's Books, Harvard Law Review, Esri, Minneapolis Star Tribune*

## DockYard / 2014 / UX Developer

Executed pixel-perfect user interfaces following front end best practices for performance and accessibility.

*Clients: RubyGems, McGraw Hill, Learnivore*

## Skills

### Front End Engineering

JavaScript, Typescript  
Vue, React, Ember.js  
Jest, Mocha, Cypress  
Webpack, Gulp  
HTML, CSS, SASS, WCAG

### Back End Engineering

Node.js, Ruby On Rails  
GraphQL, PostgreSQL

### AWS

CDK, Cloudformation  
CodeSuite, Lambda, SNS, IAM

### Fun

Arduino, Processing, Clojure

### Other

User Experience Design  
Information Architecture  
Usability, Accessibility  
Agile, Operational Excellence

## Education

Northeastern University 2014  
M.P.S. Interactive Digital Media

Boston University 2005  
B.S. Communications, Film

## Previous Life

Set Designer/Decorator,  
Property Master, Picture Car  
Coordinator for film and  
television.

*Notable Projects: The  
Social Network, The  
Fighter, Nova, 21,  
Zookeeper, Shockwave  
Darkside, Santa in Bagdad*