

ZOE THOMAS

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A product-minded full stack engineer with a passion for problem solving and customer experience. In looking for a role I value a transparent culture, a spotlight on personal growth, and a challenging workflow.

Stack/Technologies

- Python
- Django
- React & Redux
- GraphQL
- Typescript
- AWS
- Docker
- Circle CI
- Sentry & NewRelic
- Temporal
- APIs
- Snowflake
- Stripe
- Claude

Professional Experience

Full Stack Engineer at Veygo | Jul 2023 - Present

- Collaborated with the growth team to iterate on our discount capabilities, implement a **Refer a Friend** scheme via **Buyapowa**, and deliver a full website rebrand under tight deadlines.
- Focused on product development, delivering key features such as breakdown cover, improving subscription services (**Stripe**, **Temporal**), and enhancing the returning customer journey.
- Released a new-to-market subscription product, improved conversion and churn, collaborating closely with designers to optimize user experience. Setting up **Amplitude** tracking to measure success.
- Rebuilding our customer account portal with **Tailwind**, **GraphQL** and **Vite** using a component library build with **Shadcn**

Junior Full Stack Engineer at Veygo | Jan 2022 - Jul 2023

- Developed a **Django REST framework** API for a new app, gaining experience in working with external stakeholders and debugging across technologies.
- Transitioned to the web team, where I worked with **React and Redux**, expanding my expertise in frontend development and modern web architectures. Utilising **Optimizely** feature flagging.

Insight and Support Coordinator at 38 Degrees | Feb 2017 - Jan 2022

- Led and managed a support team, overseeing member queries, campaign issues, and donor concerns using tools such as **Freshdesk**, **SmartDebit**, **Stripe**, and **PayPal**.
- Line management of 2 staff members
- Utilized **Metabase** and **SQL** to create dashboards from a Redshift database. Built Slack alerts, and analysis tools, generating reports for internal teams, board members, and press releases.

Education

CodeFirstGirls | Software Engineering | Distinction | 2021

I was sponsored by Veygo to train with CodeFirstGirls in software engineering. The course was 15 intense weeks of training in coding, computer science, and working methods such as Agile. My final project was an interactive bar simulation game (Python), in collaboration with 3 other students.

Plymouth University | Psychology | First Class with a year in industry | 2012 - 2016

For my dissertation I conducted a research project investigating how aggression can affect implicit racial bias, I incorporated an Oculus Rift VR headset into this study. My year of industry was spent in Priory Church Village hospital where I worked as an assistant psychologist. I also received a letter of commendation for my academic performance in my final year.