Tom Léger

646-944-5494 • tomleger@gmail.com • tomleger.dev • linkedin.com/in/tomleger3000

Full-stack software engineer specializing in process improvement through innovative solutions, I bring strong leadership and communication skills to roles demanding creative innovation in problem-solving.

Skills

- **Programming Languages:** JavaScript, Ruby, Python, PHP
- **Web Dev Technologies:** Node, React, Next.js, Rails, Flask
- **Database Technologies:** SQL (MySQL, PostgreSQL), NoSQL (MongoDB)
- **Cloud Platforms:** Google Cloud Platform (GCP), Amazon Web Services (AWS)
- **Development Tools:** VS Code, Docker, Kubernetes, Jenkins, CI/CD
- **Content Management and Design:** WordPress, Figma
- **Graphic and Video Editing:** Adobe Photoshop, Adobe InDesign, Adobe Premiere, Adobe After Effects

Experience

Full-Stack Software Engineer - Freelance   2022 - present
- Led a team of 5 software engineers in the creation of a bespoke CMS for a childcare service platform, tailored for children with special needs; ensured adherence to web accessibility standards, utilizing a robust stack comprising Next.js, Flask, and PostgreSQL, with successful deployment on Vercel for enhanced performance and scalability.
- Deployed a robust, full-stack advanced AI-driven image generation and management application, enhancing transaction security and reliability, by integrating React with Firestore and deploying on GCP with Docker and Kubernetes for high availability.

Patient Services Analyst - NYC Health + Hospitals/Kings County   2021 - 2022
- Spearheaded high-level reporting initiatives, presenting critical patient data analyses to C-suite executives and department directors within HIPAA compliance frameworks, while dramatically reducing report processing times from three hours to 10 minutes through meticulous Excel and Word automation enhancements.
- Directed the implementation of the Press Ganey patient feedback system, ensuring adherence to healthcare IT security standards, and led sensitive, cross-divisional grievance committee meetings that were instrumental in upholding patient care quality and organizational risk management.

Client Navigator II - NYC Health + Hospitals/Kings County   2020 - 2021
- Supervised a 20-person team in managing ingress protocols in line with dynamic CDC and New York State health guidelines during COVID-19, ensuring HIPAA compliance and operational efficiency in a critical healthcare setting.
- Streamlined communication management processes, increasing the accuracy of first-attempt call routing from 25% to 95%, thereby quadrupling service capacity and dramatically improving customer satisfaction through reduced wait times.

Digital Solutions Architect - Further (Agency)   2013 - 2020

- Client: Ripple Glass - Developed and executed a geo-targeted PPC and social media advertising campaign for a regional glass recycling company, significantly increasing user engagement, which led to a ninefold surge in service usage and facilitated the company's rapid expansion into new territories.
- Client: Brains For the Cure - Created a comprehensive library of video and written content on glioblastoma aimed at engaging patients and caretakers, resulting in a 20-fold increase in community engagement and website visitors within a 12-month period.
- Client: Bombora Vodka - Implemented a targeted social media campaign for a vodka manufacturer, focusing on consumers within a 5-mile radius of retail locations, which boosted in-store sales by 30% in six months and supported the brand's rapid expansion into additional stores.

Senior Project Manager - The Translation Department, Inc   2007 - 2013
- Drove an extraordinary 60% year-over-year business growth by leading digital marketing initiatives, including the development of an SEO-optimized website and a PPC campaign, and expanding into the B2C sector which yielded sales 20 times the cost of the project, showcasing profound market insight and strategic acumen.
- Developed a custom C# application to automate the sales and quoting process, achieving an 85% reduction in manual workload, and built a PHP-based project management tool, both demonstrating deep technical expertise and enhancing operational efficiency under Agile methodologies.
- Orchestrated the IT and telephony system modernization and managed a diverse, high-performing team across multiple international locations, facilitating the company's successful expansion into 4 cities and establishing a robust global presence.

Systems Analyst - White Mountains RE   2005 - 2007
- Secured Windows Server and Active Directory environments for a major financial firm, safeguarding multimillion-dollar data transactions and ensuring the integrity of IT systems in a high-stakes financial setting.
- Developed a comprehensive disaster recovery plan, integrating IT and telephony systems, and produced detailed technical documentation, vital for operational continuity in global financial markets, demonstrating strategic planning and technical proficiency.
- Led system rollouts and updates, including telecommunication systems, ensuring efficient operations and adherence to industry standards in a critical financial environment.

Education

Goddard College
MFA Creative Writing

New York University
BA English Literature