

# Avery A. Burns

Enthusiastic full-stack developer with experience in building and deploying web applications. Skilled in both front-end and back-end technologies, with a focus on developer relations & customer support. Passionate about automation and streamlining workflows.

## EXPERIENCE

### Cisco Systems, Inc., Cisco Secure — Software Engineer

November 2022 - April 2024

- **Built Automation Tools:** Developed a Python CLI for user management, automating tasks like group membership synchronization across Active Directory, GitHub, Jira, and Webex.
- **Improved Software Architecture:** Proposed a more efficient architecture for Cisco Security products through a Micro-frontend React application proof-of-concept.
- **Enhanced Developer Productivity:** Streamlined onboarding for internal UI developers by simplifying the React/Typescript design system documentation.
- **Increased Team Efficiency:** Supported the platform engineering team by triaging customer and internal user issues related to Cisco Security Cloud Sign On.

### Cisco Systems, Inc., Webex — Software Engineer

February 2022 - November 2022

- **Enhanced Developer Experience:** Contributed sample code to the [WebexSamples](#) GitHub repository and technical blogs to [developer.webex.com](#), improving developer understanding of the Webex REST API.
- **Promoted New Features:** Announced and documented new versions & features for Webex Mobile SDKs and Webex REST API through engaging blog posts.
- **Created Educational Resources:** Developed video walkthroughs and explainer videos for new Webex features, expanding the Webex Developer Platform [video collection](#).
- **Built Innovative Tools:** Constructed a Webex Chat Bot to fetch cryptocurrency prices and hosted a public webinar showcasing its development process.

## Previous Experiences

- Scribble Stadium — Technical Project Manager 2021  
Led agile development team, managed backlog, facilitated collaboration, and ensured quality control.
- Alorica (Verizon) — Technical Support Specialist 2019-2020  
Analyzed enterprise customer accounts, device usage, and billing history to resolve issues in alignment with KPIs

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**Portfolio:**

[aaaronburns.eth.limo](#)

[linkedin.com/in/aaaronburns](#)

## SKILLS

HTML | CSS | Javascript

React | Node | SQL | NoSQL

Python | Git | SDLC | CI/CD

IAM | SAML | SSO

AWS | GCP

Tech Support | Tech Demo

## EDUCATION

### Bloom Institute of Technology, Remote | Full Stack Web

April 2020 - October 2021

An 18-month coding bootcamp covering Full Stack Web Development and Computer Science fundamentals.

[View Certificate](#)

## PROJECTS

### Best Served Cold

App Under Construction — Production company & FAST application

[bestservedcold.xyz](#)