

# Curriculum Vitae

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## Profile

My name is Bob and I am a Full Stack Software Developer with a focus on front-end web applications.

I develop web applications with HTML5, CSS3 and TypeScript (ES6+). As for frameworks, I am competent to work with React and Next.js. Other technologies which I greatly appreciate within the realm of modern day front-end are pnpm, Webpack, Babel, Sass, StencilJS, unit testing, functional testing, RESTful web services and Git.

I have strong analytical skills and work results oriented. I feel comfortable making decisions and like to work on creative solutions with creative people.

## Work experience

### Front-end Developer | TicketSwap

September 2021 - December 2023

During my tenure at TicketSwap, I played a key role as a front-end developer, contributing to significant projects that seamlessly blended user-centric design with technical excellence.

Within the product teams, I engineered a three-step portal, simplifying the connection process for Ticketing Partners using TypeScript and GraphQL in TicketSwap's main repository. Additionally, I led the creation of a modern admin/dashboard, adopting Next.js and experimenting with Shadcn. The introduction of an event approval tool in the admin markedly increased the efficiency of our customer support teams.

My contributions extended to crafting a new support page on [ticketswap.com/help](https://ticketswap.com/help) and enhancing the GraphQL layer for the admin with PHP. Collaborating closely with the front-end team, I played a pivotal role in converting the main repository to TypeScript and refactoring

## Competences

- HTML & CSS
- TypeScript
- React (Next.js)
- Storybook
- Node.js
- GraphQL (Apollo)
- SQL (PostgreSQL)
- Playwright
- React Testing Library
- Jest
- Git
- Ruby (on Rails)

## Roles

- Front-end Developer
- Back-end Developer
- Head of Support
- Support Agent

TicketSwap's Solar component library. This initiative prioritized accessibility and streamlined APIs for a more user-friendly experience.

In the realm of architecture, I spearheaded the transition to a colocated file structure. Here, globally shared application code found its place in the root app directory, promoting a more organized and centralized approach. Simultaneously, more specific application code was strategically split into the route segments that utilized them, enhancing both code clarity and maintainability.

Beyond these projects, I consistently worked on quality-of-life improvements and overall system enhancements. My commitment to excellence in both user experience and technical architecture contributed significantly to TicketSwap's success.

### **Front-end Developer | Capgemini**

September 2020 - August 2021

In my initial month at Capgemini, I contributed to an internal project focused on a Police bid, aiming to develop an AI chatbot. As a Front-end Developer, I took charge of crafting a Police-themed user interface using React and styled components. Our UI performance was commendable, scoring an impressive 8.4 out of 10, though specific details remain confidential due to nondisclosure agreements.

Following the internal project, I transitioned to UWV, the Social Security company in the Netherlands. Within a dynamic environment comprising multiple Scrum teams, I played a pivotal role in providing the necessary static front-end support for UI development in a .NET environment. This involved working within a Gulp project where the entire workflow was automated. In my capacity as a front-end developer, I designed mockups and components using plain HTML, CSS, and JavaScript.

Furthermore, at UWV, I actively contributed to the ongoing development of a component library using StencilJS and TypeScript. This initiative aimed to enhance the efficiency of UI development, and my role involved creating components and mockups that aligned with the evolving library standards.

### **Software Developer | SmartSpotter**

January 2019 - August 2020

As a Software Developer at SmartSpotter, I spearheaded a project to enhance an important customer's dashboard. Managing the entire project lifecycle—from planning to execution—I extended the existing Ruby on Rails dashboard with additional features using Ruby, Rails, and JavaScript. The new dashboard empowered the customer to leverage data for enhanced business operations.

Recognizing the need for increased efficiency within the SmartSpotter team, I implemented a more agile workflow using RSpec (TDD) for developers and a Kanban board for the entire team. This agile transformation significantly improved the development team's productivity, allowing for quicker and more reliable deliveries, and better expectation management.

In response to a broader goal of optimizing dashboards and apps, I initiated the development of a RESTful JSON API, separating the front-end. Rebuilding the front-end using React with Next as the framework resulted in a superior user experience, prompting increased customer engagement on the platform.

### **Teaching Assistant | Le Wagon**

October 2018 - December 2018

During the Le Wagon boot camp students and lecturers needed extra support while going through the curriculum. In my role as Teaching Assistant, I offered this support by having 1-2-1's with the students. Through examples, I explained the concepts of software development and gave feedback on the assignments done by students. The support I gave added value to the course. The students experienced my help as useful and relevant.

### **Software Engineering Trainee | Ace & Tate**

July 2018 - September 2018

Every season, Ace & Tate is left with unsold stock. One of the goals of Ace & Tate at the time was to reduce the unsold stock. Because of this, the friends- and family project was initiated. I was, in my role as back-end development trainee, responsible for the development and management of this project. Using Ruby on Rails I created a web shop. Through this web shop, friends and family were able to buy glasses at a discount from previous collections. This resulted in less unsold stock and therefore; less waste.

### **Head of Support | TicketSwap**

July 2016 - February 2018

Selling and buying tickets on TicketSwap isn't always that easy, therefore, support during this process was needed. A team was set up to aid users with their questions and situations. A bigger team was needed since the platform was growing. I was appointed to lead this growing team as Head of Support. In my role as Head of Support, I was responsible for hiring, managing and training new Support Agents as well as quality assurance.

### **Support Agent | TicketSwap**

January 2014 - June 2016

Selling and buying tickets on TicketSwap can be difficult sometimes. Therefore, a team of support agents was needed to assist users with their situations. In my role of support agent, I was responsible for aiding users through various channels (phone, chat and email). Due to my motivation and positive approach, users had a great customer experience.

## **Education**

Bachelor of Business Administration, Hogeschool van Amsterdam, Amsterdam (2016)

Coding bootcamp, Le Wagon, Amsterdam (2018)

## **Languages**

### **Language**

<b>Dutch</b>	Native
<b>English</b>	Fluent
<b>German</b>	Conversational
<b>French</b>	Basic