

Epris Richardson

Mooresville, NC • 248-730-8645 • epris@eprisr.com • linkedin.com/in/eprishb • eprisr.com

Frontend Engineer

SUMMARY

Frontend Engineer with 7 years of experience across eCommerce, SaaS, and growth engineering platforms, with a demonstrated ability to ramp quickly in unfamiliar stacks and languages. React, Next.js, and TypeScript specialist, with end-to-end ownership demonstrated through Fortify Banking, a self-directed full-stack application integrating multiple third-party APIs into a single production-grade system. B.A. in Applied Mathematics in progress.

WORK EXPERIENCE

Armis • Charlotte, NC | Remote

11/2024 – 02/2026

Frontend Software Engineer, Growth Engineering (Gainsight/Pendo) | Role ended due to restructuring • Full-time

- Collaborated with the enterprise architecture team to implement Agentforce across the Support Portal, surfacing self-service answers more effectively and reducing inbound support volume by 11% in a single quarter.
- Led the unification of the Support Portal and Community platform experience as part of a broader case deflection effort, contributing to an 18% overall increase in self-service case deflection.
- Maintained and extended Lightning Web Components (LWC) powering the Salesforce-built Support Portal, the team's primary ongoing engineering surface.
- Mapped user lifecycle journeys and implemented Fullstory session analytics to surface UI/UX friction points and evaluate upsell and retention opportunities, producing quarterly reports correlating engagement with revenue impact.
- Sustained delivery and initiated new analytics workstreams through consecutive leadership transitions on the Digital Customer Experience team, which was ultimately eliminated in a broader restructuring.

Independent Frontend Consultant • Charlotte, NC | Remote

10/2023 – 12/2024

Contract — Brooks Safety Solutions (formerly Brooks Equipment / BHC ISS) & The Omega Agency

Brooks Safety Solutions — eCommerce & SEO Optimization • Part-time

- Optimized 8 company websites for Technical SEO and Core Web Vitals, driving a 12% increase in organic traffic and measurable improvements in user satisfaction scores.
- Led code reviews and mentored 4 designers on HTML/CSS best practices, significantly reducing frontend production errors on transactional pages.

The Omega Agency — Platform Engineering & Event Tech • Part-time

- Designed and launched a social media platform in three weeks, onboarding 50% of event attendees and enabling connectivity for 100+ entrepreneurs.
- Built a gamified event-engagement app sending users on a QR-code quest across a campus, earning badges redeemable at local businesses; root-caused a critical generation failure to an unfamiliar Elixir backend, restoring reliability for 100+ users across 5 organizations.

WECO Hospitality • Acton, MA | Remote

07/2022 – 08/2023

Software Engineer | Role ended due to restructuring • Full-time

- Initiated the early-stage legacy migration to a React/Next.js SSR application solo, optimizing rendering logic and reducing page load latency by 7%, then helped hire the senior engineer who mentored the remainder of the effort.
- Root-caused a login failure to a specific iOS version by analyzing Sentry error data, tracing it to a missing polyfill required for Google OAuth compatibility.
- Refactored API-driven data flows using Axios with strict validation, cutting data transfer errors on transactional orders by 15%.

- Integrated Google Marketing Platform across eCommerce properties, improving campaign tracking accuracy and delivering actionable strategic insights for growth teams.
- Standardized codebase documentation and READMEs across the team, cutting onboarding time and improving training efficiency for incoming developers.

PROJECTS

Fortify Banking Next.js, TypeScript, Tailwind, Jest/RTL/MSW, Playwright

github.com/eprisr/fortify-banking • fortify-banking-eight.vercel.app • eprisr.com/case-studies/fortify-banking

- Architected a Plaid to Dwolla to Appwrite banking integration, sequencing bank-link, ACH funding-source creation, and customer-record persistence into a single server action flow, including a timing decision to create Dwolla customer records at bank-link rather than sign-up to avoid orphaned financial records.
- Engineered a type-safe ledger and transaction-formatting layer in TypeScript, closing prototype-pollution and silent type-coercion gaps in shared utilities to guarantee decimal precision across all currency calculations.
- Caught and resolved production-grade defects before shipping, including a form amount-type mismatch masked by a coercing test mock and a data-mapping bug reading a non-existent account field.
- Authored and maintain a library of 10 Architecture Decision Records, using AI-assisted drafting for human-directed decisions, covering third-party integration boundaries, testing strategy, and an auth refactor.
- Built reusable data visualization components to render real-time account balances and expense analytics.

EDUCATION

Bachelor of Arts in Applied Mathematics — Southern New Hampshire University • Online | Part-Time

09/2025 – Anticipated 08/2028 • Relevant courses: Discrete Mathematics, Algorithmic Logic, Ethical Problem Solving

Associate of Applied Science in Graphic Design — The Art Institute of Michigan • Farmington Hills, MI

07/2010 – 09/2014 • Completed approx. 90% of B.F.A. credits; graduated with associate's degree.

SKILLS

Frontend: React.js, Next.js, TypeScript, JavaScript, HTML/CSS, Angular, Lightning Web Components (LWC)

Data & APIs: RESTful APIs, Axios, PostgreSQL, Prisma, MongoDB, Firebase

Testing & Quality: Jest, React Testing Library, Mock Service Worker (MSW)

Cloud & Platform: Git, Node.js, AWS, Salesforce Experience Cloud

Financial Systems: Checkout flow optimization, decimal precision, ledger systems, payment-surface error reduction, transactional UI architecture