

**Tiffany McLean**  
**Software Engineer**  
Lawrenceville, GA 30044

917-291-2389  
[tamclean324@gmail.com](mailto:tamclean324@gmail.com)  
[www.needleinastack.dev](http://www.needleinastack.dev)  
[GitHub](#)  
[Connect on LinkedIn](#)

## EXPERIENCE

---

### **Kenzie Academy -- Indianapolis, IN**

*Student Coach (Remote)*

*Sep 2019 – Present*

- Aid students with troubleshooting, debugging, and solving complex programming problems
- Identify steps to assist students who are not currently passing achieve a grade of at least 80%
- Assist with whiteboard assessments

### **Sutherland Cloud Source – Rochester, NY**

*Advance Service Representative (Remote)*

*May 2015 – Feb 2016*

- Fielded inbound calls regarding billing and technical issues
- Accessed customer databases, knowledge resources, and technical applications to perform root cause analysis.
- Verified that requests for privileges were in compliance with the department's delineation of privileges criteria
- Upsold 30% of the customers that wanted to cancel service due to pricing

### **Memorial Sloan-Kettering Cancer Center – New York, NY**

*Session Assistant*

*Jul 2015 – Apr 2017*

*Physician's Office Assistant*

*June 2010 – Jan 2014*

- Coordinated appointments with internal and external physicians for procedures, consults, and treatments
- Handled travel itineraries and processed travel expense reports
- Maintained the physicians' academic calendars
- Trained onboarding staff
- Surgical billing
- Reduced wait time for treatments by 40% which resulted in an 75% increase in patient satisfaction

## PROJECTS

---

### **Project: *Kwitter***

**Roles:** Scrum Master, Product Owner, and Developer

**Purpose:** To create a clone of a common micro-blogging platform utilizing a given API while adhering to the Scrum process

**Technologies Used:** React, Redux, Sematic UI

- Organized daily meetings to direct the end-to-end application lifecycle process with a focus on coding and debugging
- Merged all Pull Requests (PRs) after conducting a code review.
- Engineered dynamic components, higher-order reducers, and action creators
- Conceptualized and implemented the code logic

## EDUCATION

---

### **Kenzie Academy – Indianapolis, IN**

*July 2020*

Full Stack Engineer

### **Colorado Technical University – Colorado Springs, CO**

*December 2009*

Bachelor of Science in Business Administration Management

## TECHNOLOGIES

---

**Frontend:** JavaScript, React, Redux, HTML5, CSS3, Material UI, Semantic UI, Bootstrap  
**Backend:** Python, Django, Node.js Express.js

**Systems:** Unix/Linux, Windows, and Mac OS  
**Version Control:** Git and GitFlow

**Software:** IDX-tend, EPIC, Mckesson PHS, Cerner, Cadence, The Network Connection, Netexchange Pro, Client Service System (CSS)