

**Tiffany McLean**  
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## EXPERIENCE

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

Software Engineer 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

Student (Remote)

July 2019 – July 2020

- With my team, I created a clone of a common micro-blogging platform utilizing a given API. Technologies used included; React, Redux, and Semantic UI. During the project I held the positions of Scrum Master, Product Owner and Developer to accomplish the following:
  - Organized daily meetings to direct the end-to-end application lifecycle process
  - Merged all Pull Requests (PRs) after I conducted code reviews.
  - Engineered dynamic *components, higher-order reducers, and action creators*
  - Conceptualized and implemented the code logic

### **Mount Sinai Hospital – New York, NY**

Credentials Coordinator

Feb 2018 – Sep 18

- Coordinated the credentialing and re-credentialing process for the Medical Staff and Allied Health
- Ensured requests for privileges were in compliance with the department's delineation of privileges criteria
- Reduced the turnaround time for re-credentialing by overhauling the legacy filing system which resulted in a 50% increase in productivity

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

Advance Service Representative (Remote)

May 2015 – Feb 2016

- 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
- Maintained the physicians' academic calendars
- Reduced wait time for treatments by 40% which resulted in a 75% increase in patient satisfaction

## EDUCATION

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

Full Stack Engineer

July 2020

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

Bachelor of Science in Business Administration Management

December 2009

## TECHNOLOGIES

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**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)