Erin Cronie

SOFTWARE ENGINEER

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EDUCATION

BrainStation | Diploma, Software Engineering
September 2023 - December 2023

Mimo | Certificate, Front-end Web Development
January 2023 - September 2023,

PROFILE

Growing up in the Okanagan, I embraced the local wine industry for six years, participating in grape cultivation, winemaking, and sales. I later transitioned to e-commerce and web development at Shopify, collaborating with skilled teams. To enhance my expertise, I pursued Brainstation's software engineering diploma.

SKILLS

Proficient in web development with expertise in JavaScript (React, Node.js, Express.js, Knex.js), along with skills in User Authentication, OAuth, MySQL, Heroku, and GitHub. Versatile in both front-end and back-end development, adept at version control, API integration, and excelling in creative problem-solving. Specialized in Shopify Plus support, demonstrating strong leadership, team collaboration, and project management skills.

EXPERIENCE

Software Engineer Teacher's Assistant - BrainStation

December 2023 - March 2024 - remote

- Delivered lectures, led labs, and held office hours for concept understanding. Conducted code reviews, offered feedback, and assisted with debugging, fostering a supportive coding environment
- Managed administrative tasks, grading assignments, and maintaining records. Contributed to course development through material preparation, staff meeting participation, and providing insights on student progress.
- Fostered student engagement by promptly addressing questions, facilitating review sessions, and providing technical assistance to guide students in troubleshooting software development tools, ensuring a seamless learning experience.

Support Specialist - Shopify Plus

August 2021-July 2023 - remote

- Offered expert technical support to over 30 Shopify Plus Merchants a day with complex e-commerce needs, assisting with problem-solving and coding challenges while maintaining a QA score of 90%.
- Assisted merchants in customizing and extending Shopify Plus functionality, covering theme customization and app integrations.
- Collaborated with other Shopify Plus teams, such as account management, project management, and storefront development.

Support Advisor - Shopify

February 2021-August 2021 - remote

- Handled inquries from Shopify merchants through email, chat and phone to troubleshoot technical issues related to their online store, including setup configuration and functionality while maintaining a QA score of 95%.
- Offered guidance on Shopify features and tools to optimize merchants' online storee through coding, customizations, themes and app integrations.
- Stayed current with Shopify updates and features, sharing insights and best practices with merchants by contributing to support documentation and knowledge based articles.

PROJECTS

- **Developer | Naramata Vineyard B&B**
  November 2023, BrainStation Capstone
  - Developing a B&B booking website independently using React, overseeing the entire process from conception to implementation. Implementing key features such as real-time availability updates and secure payment gateways, leveraging React's component-based architecture for efficiency. Ensured a responsive and visually appealing application through rigorous testing, resulting in a bug-free user experience.