
RELATED EXPERIENCE

*October 2019–
January 2023*

Software Engineer II **Groupon** – Remote (Chicago, IL)

- Developed and managed a Ruby on Rails application for internal use
- Wrote and executed short-term-use Ruby scripts on production data via RESTful APIs
- Owned technical documentation for other developers, admins and internal end users

Special projects included:

Upgrading an antiquated Ruby on Rails application to modern architecture
Migrating a Ruby on Rails application to use AWS cloud infrastructure and Kubernetes

*July 2015–
October 2019*

Application Operations Support Team Lead **Groupon** – Chicago, IL

- Triaged and investigated technical issues in Groupon’s internal applications and services, and enterprise SaaS products
- Wrote clear and concise bug reports in Jira for Engineering teams located across the globe
- Served as a liaison between the business world and the engineering world, working closely with a variety of stakeholders
- Wrote and executed short-term-use Ruby scripts to correct production data
- Worked collaboratively across a small team distributed between Chicago, Dublin, and Bangalore
- On-call and global incident management duties, frequently worked with Site Reliability teams to resolve major outages
- Promoted to Chicago Team Lead in March 2019

Special projects included:

Establishing a run-book and training program for the team’s Ruby script work, which included training several team members who had no technical background

Assisting in the creation of Groupon Engineering's global processes for complying with GDPR and CCPA rights requests

Product management and development for a small PHP application used for inter-departmental communication

*April 2013–
July 2015*

Redemption Specialist **Groupon** – Chicago, IL

- Managed barcode inventory systems for Groupon deals
- Independently researched in-store and online point-of-sale systems, and proposed custom solutions for integrating them with Groupon’s internal systems
- Wrote both technical documentation and non-technical user guides for internal and external audiences, including short step-by-step “how to use this Groupon” instructions for customers
- Collaborated across departments to resolve chronic issues, streamline workflow, and establish company-wide policies regarding the customer redemption process

Special projects included:

Developing a Google Chrome browser extension in Javascript to automate and streamline several manual team processes

January 2012–
April 2013

Quality Assurance Editor
Groupon (via Smart Resources Inc.) – Chicago, IL

- Performed speedy data entry and spotless proofreading
- Wrote customer-facing copy and fine print for Groupon deals that followed internal style guides
- Ensured that deal terms complied with company policy and applicable laws
- Maintained a nearly spotless error record, consistently performing above the team's projected productivity numbers
- Assisted in establishing an improved workflow for high-profile national franchise deals

April 2009–
May 2011

Writing Tutor
The Learning Studio at Columbia College – Chicago, IL

- Tutored college students and alumni in all steps of the writing process
- Coached students in grammar, spelling, tone/voice, structure, and formatting, including scripts, research essays and short stories
- Worked with English-as-a-second-language students and students with learning difficulties

Special projects included:

Piloting in-classroom tutoring for the first year writing program
Mentoring and training new tutors

VOLUNTEER EXPERIENCE

Chicago Independent Radio Project (CHIRP)

March 2023 – Present

- Serve a minimum of 12 hours per quarter in a variety of chosen staff roles, primarily on the Writing Team, Tech Team, and Marketing & Outreach department
- Marketing & Outreach captain for the Andersonville neighborhood

FREELANCE WRITING EXPERIENCE

Vertical Brands, Inc.
Levitate Media, LLC
American Board of Medical Specialties Web Series

July 2011 – July 2012
January 2012
February – June 2011

EDUCATION

Columbia College Chicago

Bachelor of Arts in Television Writing & Producing – Summa cum laude

RELATED SKILLS

Experienced with Ruby on Rails, Javascript, HTML, Git/Github, Docker, RESTful APIs, Mac OS, Command Line tools, Jira, Confluence, Zendesk, Salesforce, Slack, Zoom, Microsoft Office and Google G-Suite apps

Working knowledge or familiarity with PHP, SQL, CSS, Go, Kubernetes, Amazon Web Services, Amazon S3, VirtualBox, Adobe Creative Suite

Can accurately type up to 100 WPM; intermediate French speaker