

# Isabelle E. Bertram

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## Education

May 2017 **Bachelor of Arts, Drama**  
Minor in Computer Science  
Minor in French and Francophone Studies  
*Vassar College | Poughkeepsie, NY*  
+ **GPA:** 3.57

Aug - Dec 2015 Institute for Field Education: Paris | Paris, France  
+ 5 weeks of intensive interdisciplinary courses accompanied by a 12-week full time internship.  
+ Conducted field research to produce a 30 page independent study.

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## Skills

Language Fluent in French  
Technical Proficient in JavaScript, SQL  
Technical Tools AdobeXD, HTML, CSS, Git, Postman

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## Work Experience

Feb 2019 – Present **Business Analyst**, *Paradigm*, Madison, WI.

- + Facilitated Agile ceremonies to clarify requirements, prioritize development, and write user stories.
- + Wrote over 100 requirements to capture the customized implementation of MVP.
- + Worked with customer's UX team and customer design heuristic to build mock-ups using AdobeXD.
- + Designed custom APIs for both front-end and back-end developers to code against.
- + Partnered with Paradigm's product team to design and implement a customized SSO workflow.
- + Lead end of sprint demonstrations of completed development to both internal and external stakeholders.
- + Provided clarifications, testing instructions, and at the elbow support for customer QA teams.

Oct 2017 – Dec 2018 **Technical Problem Solver**, *Epic Systems*, Madison, WI.

- + Worked as primary technical support for three of Epic's customers on the Admissions, Transfers, Discharges, and Registration team.
- + Solved and appropriately documented functional issues relating to Epic's Software.
- + Travelled to installing customers to ensure a smooth transition onto Epic's Software.
- + Coordinated with software developers to better communicate customer's needs.

Sep – Dec 2015 **Intern**, *Theatre de l'Opprime*, Paris, France.

- + Translated international projects from English to French and French to English.
- + Wrote grants to the Fondation SNCF, Fondation France, and Mutuelle Familiale de la Corse.
- + Used WordPress to update and improve the theatre's website.

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## Extracurricular

Aug 2013 – May 2017 Vassar College Squash Team:  
+ Played as the number 2 seeded player.  
+ Senior captain of the women's squash team.

Sep 2014 – May 2017 Vassar College Experimental Theatre:  
+ Performed in *The Cherry Orchard* by Anton Chekhov.  
+ Sound Designed *Arcadia* by Tom Stoppard