

Isabelle E. Bertram

1008 Jenifer St. Apt 1

Madison, WI 53703

☎ 801-680-0011

✉ isabelle.e.bertram@gmail.com

 [linkedin.com/in/isabellebertram](https://www.linkedin.com/in/isabellebertram)

Education

- Nov 2020 - May 2021 Web Development Bootcamp
University of Wisconsin - Madison | Madison, WI
- 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.

Skills

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

Work Experience

- Feb 2019 – Nov 2020 **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.

Extracurricular

- Aug 2013 – May 2017 Vassar College Squash Team
- Sep 2014 – May 2017 Vassar College Experimental Theatre