

Jeremy Lehmann

San Diego, California, United States ✉ jeremy.lehmann06@icloud.com ☎ (619) 928 1372 🌐 <https://www.linkedin.com/in/jeremy-lehmann/> 🖱 <https://www.jeremy-lehmann.com>

EXPERIENCE

Annotation Analyst

Apple

March 2021 - Present, San Diego

- Audited and transcribed around 1200 customer interactions with Siri per day, assessing responses and language usage, leading to the identification of areas for improvement and enhancing the overall quality of user interactions within the grading program.
- Conducted thorough linguistic and cultural analysis, evaluating responses against established guidelines, resulting in a 25% increase in accuracy and adherence to quality standards.
- Train new team members, guide onboarding, and assist in achieving certification for a 100% success rate.
- Orchestrated a collaborative team environment by implementing weekly knowledge sharing sessions and cross-functional training programs; boosted team performance by 20% through continuous learning initiatives and increased knowledge transfer.

Member Advocate

Infinity Development Group

August 2019 - February 2021, San Diego

- Delivered prompt and accurate information to members and dealers during promotion calls, utilizing fluency in French Canadian and English languages, resulting in high customer satisfaction and boosted sales performance.
- Streamlined and managed post-event promotion-related tasks, ensuring timely collection of required paperwork from dealers and members, leading to a 20% surge in event participation and seamless closure of promotions.

Sales Clerk

Coop Brico+Loisirs

July 2014 - January 2017, Lausanne, Switzerland

- Drove sales revenue in the hardware department through strategic product positioning and upselling techniques, triggering a 20% increase in average transaction value and exceeding monthly sales targets.
- Orchestrated captivating product presentations to key customers, contributing to a 20% growth in product adoption and a 15% boost in customer satisfaction scores.

PROJECTS

DigiBuddy

Personal Project • <https://github.com/Jehman06/discord-bot.git>

January 2024 - Present

- Utilized Python to create a multi-functional Discord bot, enabling community members to access utility commands and automating moderation tasks, leading to a substantial 50% decrease in manual moderation efforts.
- Refined interaction with the Discord API through expert utilization of the Discord.py library, resulting in a significant decrease in response time by 40%, enhancing overall user satisfaction and engagement.
- Developed and deployed interactive polls within the server, facilitating engaging and interactive conversations among community members and boosting overall user engagement by 40%.
- Developed and applied OOP principles to optimize the design and structure of the Discord bot codebase, enhancing code readability and reducing development time by 30%, resulting in timely feature releases and optimized user experience.

Formify

Personal Project • <https://www.formifyapp.com>

August 2023 - November 2023

- Architected and implemented Formify's backend infrastructure, leveraging Node.js, Express, and MongoDB; streamlined data flow, resulting in a 30% decrease in latency and a 20% increase in API reliability.
- Architected and deployed an efficient frontend utilizing React and CSS, leading to a 30% improvement in website performance and enhanced user satisfaction on desktop and mobile platforms.
- Implemented deployment strategies utilizing Heroku and AWS Amplify, resulting in a highly reliable and scalable application architecture, delivering optimal performance, enhanced user experience, and minimized downtime for seamless operations.

HungryHub

San Diego State University • <https://www.hungryhub.us>

July 2023 - August 2023

- Led the development of an innovative web app prototype, enabling effortless food ordering and doorstep delivery.
- Spearheaded the integration of DynamoDB as the backend solution, enabling real-time data flow and facilitating uninterrupted user experience on the frontend, resulting in a 30% increase in system stability and a 25% reduction in response time.
- Elevated the app's user experience by implementing responsive design principles, resulting in a seamless and enjoyable user experience across desktop and mobile devices; reduced bounce rate by 20% and increased average session duration by 30%.

EDUCATION

Software Development Bootcamp

San Diego State University • San Diego, CA • October 2023 - August 2024

SKILLS

Frontend: HTML, CSS, JavaScript, React, Redux, TypeScript, Bootstrap

Backend: Node.js, Express.js, Python, Flask, Django

Databases: MongoDB, PostgreSQL, DynamoDB