
KEENA WASHINGTON

EARLY-CAREER SOFTWARE ENGINEER

PROJECTS

MY TREAT – LOYALTY REWARDS APP; C#, .NET, XAML, SQLITE

- ❖ Built a cross-platform loyalty rewards app using .NET MAUI and C#, targeting Android, iOS, Windows, and macOS
- ❖ Designed and implemented local persistence using SQLite, including data modeling and entity definitions. As well as a personal cloud backup feature.
- ❖ Created dashboards for customer tracking, reward redemption, employee activity, and sales trends using structured local data and application logic.
- ❖ Focused on mobile usability and clean UI flows across platforms.

AI PERSONAL CHATBOT; PYTHON, JAVASCRIPT, HTML/CSS, JSON

- ❖ Built a personal Q&A chatbot backed by a custom REST-style API to support a static frontend hosted on GitHub Pages.
- ❖ Designed a JSON-based request/response contract between frontend and backend services.
- ❖ Integrated the OpenAI API for conversational responses while enforcing lightweight guardrails to reduce unnecessary token usage.
- ❖ Deployed backend API endpoints on Vercel and managed secrets using environment variables.
- ❖ Implemented stateless API calls to allow the chatbot to be consumed by a static website without server-side rendering.

PORTFOLIO WEBSITE; HTML, CSS, JAVASCRIPT

- ❖ Designed and built a static portfolio website using HTML, CSS, and JavaScript, hosted on GitHub Pages.
- ❖ Integrated external REST APIs (personal chatbot) using client-side JavaScript and JSON requests
- ❖ Structured the site to showcase projects, documentation, and downloadable materials for recruiters

EDUCATION

WESTERN GOVERNORS UNIVERSITY; B.S. SOFTWARE ENGINEERING, 2025

AWS CERTIFIED CLOUD PRACTITIONER CERTIFICATION; 2025

ITIL 4 CERTIFICATION, AXELOS; 2025

SKILLS

- ❖ Languages: C#, Python, JavaScript, PHP, SQL
- ❖ Frameworks & UI: .NET MAUI, XAML, HTML, CSS, Node.js
- ❖ Programming Concepts: Async/await, Error handling, Object-oriented programming (inheritance, polymorphism), Lambda expressions, Modular application design
- ❖ Data & Storage: SQLite, PostgreSQL, MySQL, Data Modeling, JSON
- ❖ APIs: REST-style API design and consumption, OAuth
- ❖ Tools: Git, GitHub, Visual Studio, VS Code, JetBrains Rider,
- ❖ Cloud Concepts: AWS EC2, IAM, S3, IAM, ECS, Load Balancers
- ❖ Security: Password hashing, Input sanitization, API key protection, Environment variable secrets

WORK EXPERIENCE

STORE MANAGER, PIPE DREAMS; DULUTH, GA – 2020-2025

- ❖ Managed daily operations for a high-volume retail location, ensuring consistent service and compliance with business policies.
- ❖ Trained, scheduled, and supervised employees, providing onboarding and performance guidance.
- ❖ Coordinated inventory ordering, product intake, and stock organization to maintain availability and accuracy.
- ❖ Resolved customer issues in a fast-paced environment requiring clear communication and professionalism.
- ❖ Maintained cash handling, reconciliation, and daily operational reporting.

STORE MANAGER / SALES ASSOCIATE, JUST SMOKE, LAWRENCEVILLE, GA –
2015-2020

- ❖ Progressed from cashier to store manager through consistent performance and leadership.
- ❖ Delivered customer-facing service while balancing operational efficiency and policy adherence.
- ❖ Supported day-to-day store operations, including inventory tracking and staff coordination.
- ❖ Assisted in training new employees and maintaining operational consistency.