

L Phansalkar (they/them)

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EXPERIENCE

Technical Support Engineer & Quality Assurance Specialist, *Adyen, Jan 2023 – Present*

- Resolved technical issues related to terminal firmware, hardware, and payment processing for in-person payment merchants
- Developed and refined company-wide guidelines for evaluating the quality of support services, enhancing overall efficiency and effectiveness.
- Conducted qualitative and quantitative analyses of support metrics, identifying trends and implementing improvements to drive continuous enhancement in support functions.
- Co-Lead of Employee Resource Group (Feb 2023 – Present) and DEI Committee Member (Jun 2023 – Present), driving initiatives to promote inclusivity and diversity.
- Led calibration sessions for quality assurance volunteers, fostering consistent evaluation standards
- Created a company-wide pronoun resource and led cultural changes to enhance inclusivity around pronouns.

Creative Technical Expert, *The Giant Room, May 2022 – Dec 2022*

- Taught coding classes in JavaScript and Scratch to children aged 8-10 and led augmented reality workshops for children aged 5-10, fostering early tech skills and creativity.
- Assisted students with creative problem-solving and prototype development using CAD software, laser cutters, and littleBits, enhancing hands-on learning experiences.

Student Evaluator, *Dean Hope Center, Sep 2019 – June 2022*

- Administered and analyzed psychoeducational tests, preparing data-driven reports to guide educational strategies and support, similar to assessing learning needs and evaluating program metrics.

Programming Supervisor *92Y Camps, June 2019 – Aug 2019*

- Designed and supervised activities for 145 campers, managed a team of counselors, and ensured a smooth operational experience, demonstrating skills in program management and stakeholder collaboration.

EDUCATION

Certificate in Software Engineering, JavaScript Web Development Immersive, *Fullstack Academy, Apr 2022*

Master of Arts in School Psychology, *Teachers College, Columbia University, GPA: 3.9, Oct 2021*

Bachelor of Arts in English & Psychology, *Vassar College, June 2016*

SPEAKING ENGAGEMENTS

Out In Tech Pride Keynote Speaker, "They/Them Everywhere: Pronouns in the Workplace", *Jun 2023*