

LEAH PUTLEK

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SUMMARY

Aspiring Junior Backend Engineer with a background in Technical Support Engineering. With over 9 years of customer service experience, my diverse career background enables me to find creative solutions for complex problems.

PROJECT

VSpice your Personal Virtual Spice Cabinet

Techtonica • github.com/Leah123-d/VSpice

- **Tech stack:** AWS S3, Express.js, Node.js, OpenAI, PostgreSQL, React, Tailwind.
- Integrated with OpenAI's Vision API to analyze spices. Returning information of spice information quantity measurements.
- Implemented AWS S3 for image storage.
- Designed a UI for users to manage their spices from viewing, editing and deletion capabilities.

NASA Application

Techtonica • github.com/Leah123-d/NASA-app

- **Tech stack:** Astronomy Picture of the Day API, daisyUI, Express.js, Node.js, React.
- Integrated with NASA's Astronomy Picture of the Day API, displaying images to a UI.
- Implemented a date search feature to select an image of a specific day.
- Designed a UI for displaying the images from the API.

SKILLS

JavaScript, PostgreSQL, Express.js, React, Node.js, AWS, Connectwise, Datadog, DBeaver, Git, GitHub, JIRA, Kubernetes, Mac OS and Windows, Metabase, Ngrok, Postman, Render, Salesforce, Visual Studio Code

EXPERIENCE

TECHNICAL SUPPORT ENGINEER, TIER 2

NexHealth

May 2020 - January 2025, San Francisco, CA

- Utilized SQL and Python scripts to automate solutions to maintain SLAS.
- Solved complex support tickets through troubleshooting skills, dev tools, and writing JIRAS.
- Redesigned and established a new support onboarding process.
- Maintained internal knowledge base and increased knowledge share through open office hours, trainings, and ad-hoc internal support.
- Successfully led a project to migrate 500 customers to a new platform, resulting in a centralized customer base with upsell opportunities.

CUSTOMER SERVICE MANAGER

Nina Designs

May 2019 - May 2020, Berkeley, CA

- Led a team of 4 representatives, delivering \$4 Million in sales for 2020, an 8% increase over 2019.
- Increased efficiency by maintaining the department's documentation.
- Analyzed and developed a framework for tax-certificate renewals.

CUSTOMER SERVICE REPRESENTATIVE

Nina Designs

September 2018 - May 2019, Berkeley, CA

- Optimized inventory storage capacity by 25%.
- Restored data for web components.
- Achieved capacity planning for the holiday season, increasing throughput.

SOUND EDITOR AND STUDIO ASSISTANT

Anarchy Post

June 2014 - December 2016, Glendale, CA

- Sound Editor: Lead Foley Editor on various movies, television shows, and other digital content.

EDUCATION

Software Engineer Apprentice

Techtonica • Remote • 2025

Bachelor of Science, Recording Arts

Full Sail University • Winter Park, FL • 2010 - 2012

