LAUREN KRONER

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SKILLS

Javascript	Backbone	HTML
CoffeeScript	Jasmine	CSS
Node.js	Git / Github	Heroku
MongoDB / PostgreSQL	Bash	Ruby / Rails

EXPERIENCE

Software Support Engineer. Autopilot.   *Nov 2014 – Present. San Francisco, CA*

Marketing Automation Start-Up.

Provide customer support as a member of the Support Engineering team.

- Provide tier-1, 2, and up to tier-3 level technical support and tool administration to customers.
- Triage and escalate issues as needed and maintain communication with customers, product owners, and development team.
- Analyze trends, identify customer pain points and implement lasting programmatic improvements.
- Create and maintain customer-facing software documentation and internal support procedures.
- Conduct troubleshooting and debugging on software package build processes.
- Developed programming scripts for database, back-end and monitoring updates.
- Provide lasting bug fixes and feature additions for database, backend, front-end.

Technologies used: Bash, JavaScript, CoffeeScript, Node.js, HTML, CSS, Async library and MongoDB.

Coach. Dev Bootcamp.   *Oct 2014 – Present. San Francisco, CA*

Helping students on their journey to become full stack engineers by pairing, doing code reviews, giving talks and more.

- Founded and organized Algorithm and Whiteboarding night.
- Individually coach students working through Dev Bootcamp.

PROJECTS

Lead Developer. Endpoint - Web Application.   *April 2014 – Sept 2014. San Francisco, CA*

A Backbone.js web application aimed at creating a developer community around API's.

- Dev Bootcamp Final Project - Develop a web app in one week.
- Pitched Endpoint project - My idea was selected out of 40 ideas.
- Idea Pitched: Develop community around APIs. Review, rate and find info on any API.
- Team lead - Responsible for directing and delegating technical and cultural strategies.
- Agile development process with rapid feedback loop.
- Head contributor to Front End design of Endpoint, *www.endpoint.me*.

EDUCATION

Dev Bootcamp. Web Development Apprentice. April 2014 - September 2014.

Immersive 21 week(72 hours a week) web development apprenticeship.

Training in Engineering Empathy, Pair Programming, MVC & Object Oriented development.

California State University -Chico. Student. Graduated 2010, BFA in Design.

Dean's List – 2007-2010 (Awarded to those with a 3.5+ GPA.)

Interior Design Students 2010 Exhibition - Grand Prize Winner