

MirandaRoseRegan

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Summary

Great at making connections to dream up new ideas & find and solve problems. Looking for a web or software developer position where I'm challenged to learn and can help build up a corner of our world and make it a better place.

Technical Skills

- **Object Oriented Programming:** Java
- **Frontend Web Development:** HTML, CSS, Javascript, Vue.js, Bootstrap
- **Development Tools & Techniques:** Git, Eclipse, Visual Studio Code, Trello

Education

Tech Elevator - Columbus, OH

May 2019 - Now

14-week Java coding bootcamp learning how to develop dynamic web-based software systems using the Java programming language and platform.

Pensacola Christian College - Pensacola, FL

September 2006 - May 2011

Bachelor of Arts - English / Bachelor of Arts - Bible

Summa Cum Laude

Technical Experience

- **Square Gardening App:** Teaching myself Vue.js while creating a web application for planning raised bed gardens.
- **Whiteboard App:** Applying polymorphism and encapsulation to create a command line application in Java for translating words to ascii letters.
- ***A Pocket Guide to Every Day Dragons*** and ***Coloring Whimsy*:** Designed and published two coloring books by teaching myself Photoshop, Illustrator, InDesign, and CreateSpace (now Amazon KDP).

Professional Experience

BARK (BarkBox) - Columbus, OH

April 2017 - March 2019

Customer Service

- As internal helpdesk, solved problems, gave information, and mediated escalations for entire customer service division, handling up to 6 employee requests at a time.
- Part of team that de-escalated customers with poor customer satisfaction reviews, including extensive research and trouble-shooting into issues raised.
- Promoted to Trends and Outreach Advocate, and improved bug reporting and backend tasks by using Zapier to automatically create cards in Trello, reducing time taken each day by 0.5 - 1 hours.

Writer & Editor - Columbus, OH

July 2014 - May 2017

Freelancer

- Worked one-on-one with clients to edit and proofread 6 self-published books.
- Wrote a weekly blog with attention to SEO, and came up with and executed a plan to include comics for mail-list.com.
- Rewrote and edited internal training documents and memos for Dennys with less than 1 day turnover.

National Institute for South China Sea Studies - Hainan, China

September 2013 - June 2014

Copy-editor

- Led guided tours for visiting professors and dignitaries.
- Improved research papers, speeches, and other writing by editing for grammar, style, and tact.

IEEA - Hainan, China

June 2013 - August 2013

Summer English Workshop Volunteer

Hainan Foreign Language College of Professional Education - Hainan, China September 2012 - June 2013

Spoken English Teacher

- Developed my own lesson plans and taught at least 10 classes of 40-50 students each.

IEEA - Hainan, China

June 2012 - August 2012

Summer English Workshop Volunteer