

# Renee L. Berger

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## EDUCATION

**Grace Hopper Program at Fullstack Academy**, Software Engineering Immersive

January 2020 - April 2020

**Colgate University**, B.A in Geography

Class of 2016

## TECHNICAL SKILLS

**Proficient:** JavaScript, Node.js, Express, React, React Hooks, Redux, React-Native, SQL, Sequelize, OOP

**Knowledgeable:** TDD, CI/CD, Google OAuth, Heroku, Firebase, Expo, Phaser 3, Google Maps APIs

**Some Experience:** Python, PostgreSQL, Faker, Mapbox

**Languages:** Hebrew, Spanish

## PROJECTS

**Game: Soko-City** *Software Engineer* | [soko-city.firebaseio.com](https://soko-city.firebaseio.com) | [github.com/destination-pop/soko-city](https://github.com/destination-pop/soko-city)

- Web puzzle game, built with 3 collaborators
- Designed algorithm to translate puzzle generator's output into game components for scalable game level design
- Technologies: Phaser 3, React, Node.js, Firebase, Google Auth and Passport

**E-commerce Site: FameX** *Software Engineer* | [famex.herokuapp.com](https://famex.herokuapp.com) | [github.com/Kill-9-Mockingbird/grace-shopper](https://github.com/Kill-9-Mockingbird/grace-shopper)

- E-commerce website selling experiences with celebrities, built with 3 collaborators
- Designed back end seed data, implemented cart updates and seamless cart checkout experience for users
- Technologies: React, Redux, Node.js, Express, Sequelize, PostgreSQL, Google Auth, Passport, and Travis CI

## PROFESSIONAL EXPERIENCE

**Jet black - Operations**

April 2018 – November 2019

*Intraday Analyst*

- Managed employee's tasks, assigning out customer contacts and adjusting schedules based upon demand
- Advised product team on tooling to automate customer request assignments to customer experience agents
- Managed process to oversee a strong customer experience for company-defined "Urgent Units"
- Designed indices to review customer experience by Customer Experience Agent to share service "best practices"

*Logistics Associate*

- Created and owned end-to-end returns process, working to streamline returns processes and reduce cost per unit
- Consulted with product team on optimizing operations for cost efficiency and customer experience

**FreshDirect - Projects and Planning Office**

May 2016 – April 2018

*Systems Engineer / Transportation Logistics Analyst*

- Optimized existing delivery process with proprietary routing software to account for factors such as traffic and terrain, and to provide delivery grouping/scheduling which increased overall deliveries per hour by 10%
- Managed daily capacity to maximize efficiency of the 120 truck fleet and hours of the 400 delivery employees
- Strategized for exceptional delivery scenarios such as large orders, special events, inclement weather, etc.
- Coordinated cross-functionally with marketing and plant teams to refine demand forecasts and confirm ability to manufacture orders to meet delivery guarantees