

# Sara Biru

Front-End Software Engineer

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## Brand Statement

## SKILLS

**Languages** - JavaScript, HTML, CSS, Python, SQL, Mongo, JSON, Typescript, EJS, DTL | **Database** - PostgreSQL, MongoDB

**Libraries and Frameworks** - React (class based and hooks), Express.js, Django, JQuery, Bootstrap

**Other** - RESTful Routing, JSON api

## SOFTWARE DEVELOPMENT PROJECTS

Aug 2021- Present

### To Do List | JS, MongoDB, CSS Bootstrap, JQuery

- Utilized React.js components for the front-end of the application creating an application that provides a simple and efficient to-do list.
- Made RESTful API fetch calls to an Express, MongoDB, Node.js backend handling all create, read, update, delete (CRUD) operations, and tested all backend routes during development using Postman.
- Used Mongoose to define schemas for MongoDB collections.
- Implemented ES6 tagged template literals with Styled-Components along CSS3 to provide style and flexbox layout of the application.

### Tic Tac Toe | Javascript, HTML, CSS

- Re-designed a classic game.
- Utilized a MERN stack (MongoDB, Express, React.js, Node.js) to build a single page application. With full create, read, update, delete (CRUD) operations hitting all RESTful API calls.
- Created a single page application where users could sign up, sign in, and play multiple rounds of Tic-Tac-Toe. Styled the application using Styled-Components and CSS3 with flexbox layouts.

## PROFESSIONAL EXPERIENCE

### **Customer Service Specialist**, Dolls Kill | Remote

Oct 2021 - Present

- Resolved 100+ tickets a day for an e-commerce website, primarily involving logistics issues.
- Diagnosed inefficiencies and created template macros utilized by the 20+ members of the customer service team, saving an hour of time during peak retail season.
- Maintained a weekly 90%+ customer satisfaction rate, across a range of platforms including web chat, email, and social media apps.

### **ASM Research, Customer Service Representative** | Remote

May 2021 - Nov 2021

- Provided in-depth 1:1 customer service to over 20 patients daily to answer questions and/or guide them through the application process for the Massachusetts Health Connector, ensuring....
- Responsible for routine/basic inbound call, outbound call, email, and web chat services, as well as back-office services for Massachusetts State health insurance.
- Maintained records... using detail-oriented.....Logged or updated existing cases as applicable, to record each phone, email, or web chat communication with a customer.

### **Student Success Coach**, City Year | Chicago, IL

Aug 2020 - May 2021

- **tutoring** + result (Help improve ELA grades by a minimum of 2 letter grades for focus group students).
- attendance - Maintained consistent attendance rates during virtual learning and improved student attendance by 30%.
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- Provided academic tutoring, attendance support, and social emotional coaching to a targeted group of 12 freshmen and sophomore students
- Taught English I and English II to classes of 20+ high school students
- Analyzed academic and attendance data for 12+ students to identify strengths and areas for growth.
- Built website for the school's first online newsletter

## **EDUCATION**

### **GENERAL ASSEMBLY | REMOTE**

*Software Engineering Immersive*

August 2021 - March 2022

Full-stack software engineering immersive student in an intensive, 24-week, 450+ hour program focused on product development fundamentals, object-oriented programming, MVC frameworks, data modeling, and team collaboration strategies. Developed a portfolio of individual and group projects.

### **Syracuse University | SYRACUSE, NY**

*Bachelor of Arts (B.A.) in English Textual Studies*

May 2019