

Suzanne Rashka

Customer Success Rep | Junior Dev

Austin, TX 78676

(512) 994-7173

suzanne.rashka@gmail.com

www.linkedin.com/in/suzannerashka

<https://github.com/SuzanneRashka>

Profile

Experienced **Customer Success Representative** adept at providing excellent customer service. Critical thinker with creative problem solving skills who exceeds performance standards. Eight years of military service and support allows me to be level-headed and calm in stressful situations with well-developed people skills.

Skills

JavaScript / HTML / CSS / jQuery / Express / NodeJS / PostgreSQL / KNEX / Gulp / Angular / PHP / Apache / React / WordPress / SASS / Git / Project Planning / Digital Imagery / Android

Projects

- www.heroanywhere.com, **winner** of MD5 Austin Hackathon, Hacking Emergency Response in Feb 2017. Received 15k to continue project and opportunity to pitch to follow-on event for panel of top military and civilian entrepreneurs.
- Gibson Properties Client List, A CRUD app for client tracking system for Real Estate Company using Angular, Express, Knex, and Postgres.
- gots8countdown.surge.sh, this was a fun project I started for season 7 of Game of Thrones and rolled over to anticipate season 8.
- Capstone project for Galvanize was to redesign Sellerant, LLC's current website to include an emailed response using PHP. Located here, https://github.com/SuzanneRashka/Sellerant_fullsite

Education

Galvanize, Austin, TX – Full Stack Web Development

Mar 2017

720+ hours learning in a real work environment including HTML, CSS, JS, NODE, Express, Angular, and computer science fundamentals.

Sullivan College of Technology and Design, Louisville, KY

Dec 2006

Dual Associates of Science in Mechanical and Architectural Computer Aided Design Drafting.

Experience

Freelance Web Developer

April 2017 – Present

- Assisting clients with requests

GXM Consulting, Afghanistan – Field Service Representative

Oct 2011 – July 2014

- Provided soldiers with battlefield information via smartphone for DARPA's TransApps program
- Operated independently throughout Afghanistan training approx. 50 soldiers per month
- Identified and solved interface issues and software bugs as well as keeping devices updated resulting in 100% operational readiness

CTCA, Baghdad, Iraq – Field Service Representative

Feb 2010 – Aug 2011

- Trained approx. 80 soldiers per month on General Dynamic's web-based geospatial mapping system, TIGR
- Traveled over entire country training, updating hardware, and assisted in writing and documenting Standard Operating Procedures

United States Army (Active Duty), Baghdad, Iraq

May 2008 – Oct 2009

- Deployed to Baghdad, Iraq operating in Rear Operations Center
- Promoted to E-5, Sergeant during tour