

TECHNICAL KNOWLEDGE

Full Stack Development | JavaScript | React.js | Node.js | HTML | CSS | Postman | REST | SQL | NoSQL | Git | Python | Material UI | Figma | Jira | Confluence | Google Apps Script | Bootstrap

PROFESSIONAL EXPERIENCE



Snap Inc. | **Engineering Intern** | October 2019 - October 2020

Technical

- Wrote an automation Google Apps Script to optimize a scalable google sheet to streamline internal communications for IT reducing 45 minutes of operational work per week.
- Built a scalable, responsive email template and graphical user interface in Google Sheets to embed email templates into the Gmail client, enabling teams across the company to quickly test and ship pixel perfect communications reducing operational work by 50%.
- Contributed to the company's internal design system by integrating a scalable react component, enabling teams across the company to build complex user interfaces for internal and external projects.
- Collaborated with internal designers, the Director of Internal Communications, vendors and stakeholders across the company to develop site maps and page templates to overhaul the company's internal wiki consisting over 537 web pages, ensuring its compliance with the company's design system.
- Participated in 10 code reviews, ensuring code contributions meet industry standards, and are compatible with different browsers, devices, and operating systems.

Leadership

- Authored and published over 1,500 internal knowledge base articles and strategy guides to improve internal content development processes company wide enabling teams to remain current with technical training.
- Launched and hosted bi-weekly learning sessions for 6 non-technical team members interested in learning basic web technologies and exploring opportunities as web engineers.

Project Management

- Managed the project life cycle of redesigning the company's internal wiki and led international development efforts, developing internal content for the company's 36 locations across the globe.
- Completed over 154 Jira Tickets in addition to analyzing report metrics on user-reported bug tickets by developing test plans, testing procedures and test results.
- Collaborated with IT Operations and stakeholders to design and develop a custom jira and

confluence theme to reflect the company's internal design system.

Customer Support

- Achieved the status of “Confluence Admin” and created documentation empowering teams across the company to contribute to the company’s internal wiki.
 - Served as the point of contact for 34 user-reported support tickets and led bi-weekly discovery meetings, ensuring clarification, resolution, communication and synchronization across internal stakeholders.
 - Communicated effectively with the team lead to assist and manage 3 projects and continually seek opportunities to increase customer satisfaction with IT services.
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UCLA Extension | **Full Stack Web Development Tutor** | November 2018 - December 2019

- Remotely managed 8 students and assessed their specific needs by adapting to the learning style of each student and providing supplemental activities to reinforce core programming concepts.
 - Effectively tracked and managed the pace of lesson plans to ensure students effectively completed class activities.
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Headspace | **Business Development Intern** | July 2018 - November 2018

- Collaborated with the web engineering team to build, integrate, test and debug Headspace for Work pages and modular JavaScript components using BrowserStack and Contentful CMS.
 - Increased business to business client engagement and adoption by 2% using Salesforce to track sales opportunities throughout the customer lifecycle.
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PROJECTS

MERN Pokedex
CLI Amazon Zip

VOLUNTEER

Snap Eng. Academy - 2020
Community Leader FCC - 2018

EDUCATION

Web Developer Bootcamp - Udemy 2018
Beach Coders Academy - 2017