

TARYN KING

Web Developer

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Motivated software engineering candidate with over 3 years experience in cross functional roles and working with HTML, CSS, and Javascript. Highly skilled in communication, collaboration, and passionate about providing impactful solutions.

WORK EXPERIENCE:

ReadMe.io

Support Engineer | June 2021 - Present

- Paired with Head of Engineering on refactoring the API server application to implement a new UI component to improve function and user experience.
- Paired with Lead Front-end Engineer to fix a parsing error in the custom documentation and code editor to help improve new editor beta.
- Participated in engineering mentorship program with Front-end engineering manager and Developer Advocate.
- Contributed two successfully merged PRs to resolve outstanding editor and API reference bugs as part of a customer appreciation week-long sprint.
- Efficiently resolved client issues within a 2hr median response time and maintained a 90% CSAT while leading the support engineer team with highest number of solved tickets per quarter.
- Triaged and documented customer reported bugs with Head of Engineering.
- Worked closely with Head of Product, Head of design, and Engineering team to communicate use case trends and feedback to define feature specifications for new editor and workflow products.

Real Geeks

Onboarding/Support Tech | April 2019 - March 2021

- Triaged incoming technical issue tickets and resolved an average of 25 tickets per day with 90% rate of first-response resolution while maintaining 94% CSAT.
- Paired with lead frontend developer to provide customization solutions for client websites.
- Built tooling for formatting YAML code snippets to improve efficiency of support team and increase bandwidth to tackle higher priority issues.
- Participated in 1-on-1 mentorship with senior Ruby developer.
- Effectively communicated with clients to create and guide toward solutions for various customization use cases involving CSS and Javascript.
- Collaborated with marketing, engineering, and product team to roll out new website templates and onboarding workflow.

EDUCATION:

2019 | Free Code Camp

Responsive web design certificate

2007 - 2011 | University of South Florida

Bachelors of Science - Biomedical Sciences

SKILLS:

HTML5, CSS3, Javascript, SQL, Git, MongoDB, React, Node.js, REST APIs, Responsive design