Lorelai Lyons

Skills

- I am communicative and a team player! Optimistic and a problem solver, always improving.
- Adaptability to quickly changing/high pressure environments and operations.
- Intermediate - advanced skill in numerous computer technologies including, but not limited to: Full stack application development, Database development and management, Microsoft Office suite, Design and photo manipulation, and Audio/video production. Experience with microcontrollers/arduino IDE and breadboards and basic circuit analysis.

Experience

Boston Medical Center   December 2022 - Present
Patient Services Representative

- Provide human centered/trauma informed service to the numerous patients of the hospital.
- Make outgoing calls to patients regarding their referrals for GIM IBH and also Neurology.
- Take calls in: Cardiology, Endocrine, GIM (primary care), Geriatrics, OB/GYN and podiatry.
- Communicate with my team and supervisors, ensuring that my coworkers feel supported and my supervisors are in the loop about my work and able to reach me easily.
- Make myself helpful to patients and coworkers and enthusiastically learn new skills to better help the hospital and patients, I recently began helping to train other reps.

Revature
Full Stack .Net Software Engineer   *Github - TheFakeLorLyons*
                                                                            June 2022 - October 2022

- Revature is a talent aggregation company that trains people on the latest technologies to help them to transition to a career as a software developer. I completed this training among the top in my class and am confident about contributing to dev teams in whatever role they need.
- Created applications using the .NET core platform including an Employee Reimbursement System (ERS), and more recently a 'gamified' social media application called Cosminis.
- Acted as a Team Leader for creation of "Cosminis", coordinated project direction, helped foster communication, acted as a problem solver and go-to.
- Utilized both back and front end skills, contributing over 10,000 lines of code to "Cosminis".
- Front end: Created an in-app "shop" where users could spend in app currency, worked on instant messaging over the web-app, and included OAuth login via google to handle authentication and authorization.
- Back end: Designed and implemented a database first approach with Entity Framework to create a SQL database to store users, their relationships, and all the other necessary models.

Bay Cove Human Services
Peer Support Coordinator   Apr 2019 - Apr 2022

- Work on an integrated ACCS (Adult Community Clinical Services) team, leading a small team of peer specialists to provide individual and group peer support for people living independently in the community and/or in Group Living Environments staffed by Baycove.
- Involved in the development and delivery of formal and informal staff training.
- Facilitator and co-facilitator of weekly themed peer support groups.

North Suffolk Mental Health Association

Peer Support Specialist   Nov 2017 – Feb 2019

- Provides unique one on one support to those in need of it through the use of sharing lived experience, and evidenced based practices including motivational interviewing and trauma informed support.
- Responsible for training other staff on peer support, lived experience, and more.
- Organization and execution of large scale peer support events.
- Facilitation of peer support groups with topics ranging from self-care and substance abuse to music and art.

Starbucks

Barista Trainer

Jan 2017 - Nov 2017

- Unique flex role jumping from one store to another to fill vacancies for the company.
- Provided consistent performance in high stress environments during peak hours of business.
- Utilized excellent interpersonal skills in customer interactions and among colleagues.
- Handled challenging customer issues in a sensitive and calm manner.
- Trained employees in company policies and procedures as an instructor.

Stapleton Music Lab *Music Instructor*

Jan 2016 - Apr 2017

- Maintained scheduling for approximately 30 lessons weekly and intermittent events.
- Created weekly tailored individual curriculum and lesson plans for students of varying age, need, and skill levels.
- Organized and executed complex events and performances.
- Informed and provided parents with ongoing and detailed progress reports.

United States Army, *35M, Intelligence Collector*

Nov 2009 - Nov 2015

- Led four person team in the collection and organization of strategic military information.
- Responsible for care and dissemination of highly confidential information.
- Orchestrated and executed high level intelligence meetings.
- Analyzed and prepared information for dissemination to supervising officials.

Education

Bristol Community College,
Fall River, MA (2023 - Present)
   Computer Science Transfer Program

Bridgewater State University,
Bridgewater, MA (2011 - 2015)
   B.A. Philosophy of Science
   B.A. Music Performance

Hobbies

Piano, Drawing, Programming, 3d Modeling, Running, Hiking, Writing, Reading, and trying new things!!

Programming Experience

Languages:
   C, C#, Python, Clojure/CLJS, SQL, TS/JS, C++
Markup Languages/Data Notation:
   HTML, CSS, JSON, XML, (familiarity with PHP)
Other Technologies:
   Git/Github/Version Control, Docker, Xunit/Moq
   testing/SonarCloud, BASH, powershell, CMD,
   EMACS, Websocket, Express servers, more

Some Relevant Projects:

-Full Stack C# + Angular	-Basic arduino I/O
-C Bit printing/IP addressing	-Python Class Reg.
-Clojure Password Manager	-C# Regex App
-High/Low Guessing Game	-Clojure Timer App
-C# MVC Class registration	-Clojure Webapps
-Basic chat/video w/ Socket	-JS Contact App