



VanessaHClarke@gmail.com



978.204.2050



www.linkedin.com/in/vanessahclarke

EXPERIENCE

Resilient Coders, Boston, MA – Software Engineer

May 2019 – Present

- Composing and developing of web applications using technologies that include: HTML5, CSS3, ES6 JavaScript, jQuery, Object-Oriented Programming, Git, React, Node, and MongoDB.
- A high degree of patience for working through multiple iterations of work, dealing with the demands of senior management, and the unpredictable and continuously varying subject matter of projects
- Collaborating with other developers on group projects, establishing a project workflow using Github and maintaining a detailed git history for all projects.
- Creating and modifying back-end database objects that are associated with website applications

BAE Systems, Nashua, NH – Field Service Technician

Apr 2018 – Dec 2018

- Performed new computer configuration and coordinated the workstations upgrades/replacement process
- Diagnosed and resolved moderate end-user hardware/software problems, including remote access software

StubHub, Boston, MA – Technical Support Level II

Mar 2017 – May 2018

- Assisted in the design, development, and implementation of processes, tools, and systems to support and improve the efficiency of the APIs
- Managed support requests from vendors, partners, developers, and sellers while providing them with regular and timely updates on the status of their issues

State Street Corp, Boston, MA – Helpdesk Specialist

Feb 2016 – Mar 2017

- Prepared daily, monthly, quarterly and annual operation dashboard reports for State Street Bank's North American operating units
- Identified and resolved problem transactions on Oracle R12 business Suite while ensuring that the resolution is well-documented and communicated

SunGard Financial, Burlington, MA – Client Services Representative

Aug 2012 – May 2015

- Communicated with clients via email and telephone concerning day to day service issues with Capital Market products
- Duties included answering and documenting inbound client calls/emails to provide help-desk support for a broad range of client queries

Bank of America, Boston, MA – Customer Solution Specialist

Apr 2009 – Jan 2012

- Take escalated calls from tier-one representative when customers would request to speak to a supervisor.
- Performed routine and complex account maintenance as well as troubleshoot with end-users on online banking web and mobile applications

EDUCATION

- Southern New Hampshire University – Business Administration – BBA
- Lawrence High School – HS Diploma 2007

VOLUNTEER

- Active volunteer at the Free Software Foundation in Boston, MA.

SKILLS



ES6 JS



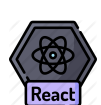
HTML5



CSS3



Node.js



React



jQuery



Git



SQL

Other Systems: JIRA, Zen-Desk, Remedy, Postman, Splunk, Microsoft Word, Excel, PowerPoint, Outlook

