

Andrea Croak

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EDUCATION

Northeastern University, Roux Institute, Portland, ME

Expected May 2024

Master of Computer Science

Relevant Coursework: CS5004 Object-Oriented Design, CS5008 Data Structures, Algorithms, and their Applications within Computer Systems, CS5800 Algorithms, CS5610 Web Development, CS5200 Database Management Systems, CS5500 Foundations of Software Engineering, CS5520 Mobile App Development (Spr '24)

General Assembly Bootcamp, Remote
FullStack Development

August 2018

Maine College of Art & Design, Portland, ME
Bachelors in Illustration with Honors

May 2013

TECHNICAL SKILLS

Languages: Java, Python/Django, C, React, JavaScript, HTML, CSS

Databases: MySQL, MongoDB.

Certifications: Scrum Master (CSM) Exp: May 2025 ID# 1054115.

Misc: GIT, JIRA, Rally, Bitbucket, Confluence, Jenkins, Splunk, Sentry, Adobe Creative Cloud.

WORK EXPERIENCE

Blackhawk Network (Cashstar), Portland, ME

November 2018 - May 2022

Senior Front End Developer, Client Support Web Developer

- Built page and email templates according to customer parameters utilizing reusable code and leveraging HTML5, CSS3, LESS, Bootstrap, Python(Django), and JSON; maintained/updated databases mySQL.
- Implemented web design and development principles to build stable software for B2B and B2C SaaS platform while creating and maintaining DRY readable code bases across 7 code bases.
- Documented daily processes, troubleshooting steps, and outlier issues faced by team developers within internal Confluence/Wiki pages, thus creating a clear go to reference source for issues and questions.
- Identified UX pain points and provided knowledgeable recommendations for creation of SCRUM tickets and discussion during team meetings.
- Documented bug reports, tickets, and code changes into JIRA, RALLY, Bitbucket and GIT commit messages. Ensured code quality and changes are those requested by clients and internal teams.
- Monitored Jenkins, Sentry, and Splunk for issues on builds and front-end related issues to quickly ticket, troubleshoot and rectify errors.
- Trained, mentored, and assisted with onboarding of 10+ new team members and worked to provide a wide variety of knowledge and insight on internal platforms usages.
- Collaborated with PMs, POs, and other Product teams daily to deliver quality code quickly using Agile methodologies as well as Kanban. Integrate new clients on to suite of web-based digital gifting products. Kroger, Delta, and more.
- Troubleshoot, debug and help fix issues generated from internal QA and clients in all areas of a modern technology stack, worked and finished 40% more tickets than average.
- Deployed Hotfixes to Production on a need-to-have basis, assisted in full production release schedule, and daily semi-production deployment to leverage our CI/CD pipeline.

TechPort, Portland, ME

June 2014 - June 2018

Lead Apple Certified Mac Technician

- Engage daily with both average and power users, answering user questions, arrange educational opportunities and reference material where available; serve as an informational resource for Techport.
- Business opener and closer, key-holder, 3-5 days a week.
- Diagnosed and repaired software and hardware issues for a large range of PCs and Macintosh devices, both in and out of warranty, in a time and cost effective manner. An average of 8-10 devices diagnosed per day.
- Managed multiple customer communications, support, intake/pick up procedures, generation of repair estimates, payments, and ticket management. Ticket management in RepairShopr and GSX.