

Andrea Croak

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Jan 2023 - May 2024

EDUCATION

Northeastern University, Roux Institute, Portland, ME

Expected May 2024

Master of Computer Science

Related Courses: Web Development, Object Oriented Design, Software Engineering, Database Management

- LGBTQ+ Club, Fiber Arts Club, MOCA Maine

General Assembly Bootcamp, Remote

August 2018

FullStack Development

Maine College of Art & Design, Portland, ME

May 2013

Bachelors in Illustration with Honors,

Related Courses: Graphic Design, Color theory

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.

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.