Allison Callahan

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Education	University of Massachusetts, Lowell, MA Bachelor of Science in Biology, May 2017 Overall GPA: 3.90/4.00

Experience

Generation Junior Web Developer Program
Training Participant (in progress), February 2023- July 2023
- Participating in an 22-week, 350+ hour Junior Web Developer program that emphasizes hands-on practical application
- Learning fundamentals of JavaScript, programming fundamentals, developer tools, git and problem solving

PowerAdvocate, Remote
Customer Success Associate, November 2020-Present
- Provide technical support through phone, email and virtual meetings for clients and their suppliers
- Assist in onboarding new clients through supplier trainings, configuring new products, creating user guides and providing 1:1 product training
- Host trainings for new hires to get them familiar with all of our products
- Review diversity certificates and approve qualified suppliers
- Wrote SQL queries to update and read from multiple tables in our database

Journal of Visualized Experiments, Cambridge, MA
Curriculum Specialist, November 2018-November 2020
- Provided technical support for Blackboard, Moodle, Sakai, and Brightspace
- Evaluated users' needs to match them with the right JoVE product
- Collected feedback from customers about features for UX designers
- In 2020, increased usage of product by over 500% year-over-year at 26 universities
- In 2019, increased usage of product at universities on average by 526%

Toxikon Corporation, Bedford, MA
Research Associate-In Vivo, May 2017-November 2018
- Conducted preclinical studies of therapeutic medications for ocular diseases
- Collaborated with study directors to ensure all study related tasks follow GLP regulations

Technical Skills

W3Schools JavaScript Certification
In progress; expected date of completion 07/2023
- JavaScript
- HTML
- CSS
- Bootstrap
- Unit Testing with Mocha
- Git