






KATIE OLSON

PERSONAL INFO

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TECHNICAL SKILLS

Languages & Scripts:

HTML | CSS3 | JavaScript ES6 |
React.js | Node.js | SQL |
PostgreSQL | Python

Software & Other:

Git | Webflow | Slack | ADP |
BambooHR | Zendesk | MailChimp |
Google Sites | Google Drive

HIGHLIGHTS

- Certified Scrum Master | 2021
- Participated in Lambda Leadership program daily, focusing on leadership and communication skills with a team of students
- Mentored 3 student at Lambda School while completing full-time course work
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EDUCATION

Lambda School
Full Stack Web Development &
Computer Science | 2021

Utah Valley University
Completed 18 credits toward BS
| 2020

Society for Human Resource
Management
Essentials in HR | 2009

PROFILE

I previously had a successful career as a HR Manager and loved solving problems through online solutions and organizational software. I soon realized I wanted to be the one creating those solutions, so I became a Web Developer. I completed an immersive full-stack development program and I am excited to perfect my craft and learn from seasoned developers.

PROJECT EXPERIENCE

Water My Plants | [Lambda School](#)

- Users can search for plant names, select preferred day for watering, & add plant cards to their plant list displaying recommended care and watering schedule
- Created endpoints for Restful API using CRUD, designed Figma wireframe, designed and developed marking page which routed to login and signup, & wrote server tests for each endpoint

African Marketplace | [Lambda School](#)

- Project allowed women in Africa to sell goods across borders using online marketplace
- Created project scaffolding using diagrams.net, created Figma for wireframe, used Redux for state management

Lambda Project: School in the Cloud | [Lambda School](#)

- Project allowed volunteer teachers to connect with students for tutoring
- Created front-end dashboards and navigation using private routes

PROFESSIONAL EXPERIENCE

Customer Support Rep | [Kailo](#) 5/2020-Current

- Implemented custom macros for Zendesk & increased ticket turnover by 60%
- Created literature for customer distribution which decreased return rate by 6%

HR Project Manager | [BambooHR](#) 10/2019-4/2020

- Managed implementation of software for 10 clients per month & received top experience ratings from each client

Human Resource Manager | [Sun Delivery](#) 1/2017-02/2020

- Established HR department in-house & transitioned to electronic file management system within first 3 months
- Recruited employees for 4 locations, managed Driver Qualification files per DOT regulations for 60 + commercial drivers & decreased turnover rate by 10%

Patient Service Rep | [Intermountain Healthcare](#) 9/2013- 7/2016

- Employee of the year & 3-time employee of the month
- Cross trained in multiple positions & departments including ENT, Pediatrics, General Surgery, & Instacare

Patient Service Rep | [Sharp Rees-Stealy](#) 10/2010- 11/2011

- Provided support to busy Physiatry office, managed check in, chart organization, and verified insurance for 20-30 patients per day

Human Resource Manager | [Marketecture Inc.](#) 01/2008- 02/2010

- Created new HR department by creating new policies, electronic file management, training programs, benefits, & recruitment supporting 70% growth