

Summary

I am a highly-motivated and self-starting Software Engineer with a background in Operations. I am a natural leader with a track record of consistently exceeding metrics in a cross-functional organization. I am passionate about user-centric approaches to web development, particularly when it comes to building and maintaining backend systems.

Skills

- | | | | |
|--------------|--------------------------|--------------|---------------------|
| • HTML | • Express.js | • Python | • Microsoft Excel |
| • CSS | • Node.js | • Django | • Google Analytics |
| • Javascript | • SQL (Postgres, Oracle) | • JIRA | • Facebook BM |
| • React | • MongoDB | • Salesforce | • Oracle PeopleSoft |

Relevant Experience

General Assembly – Washington, DC

Software Engineering Fellow, January 2020 - Present

- Participating in an intensive 12-week training program to become a Full Stack Software Engineer
- Black Light Aquarium: utilized HTML and CSS to produce a responsive, static layout based off a web mock-up
- BBC News Modal: Designed and built a responsive modal wireframe with HTML, CSS & JS, and integrate site with 3rd party API to provide real-time news updates
- SimonJS: Wireframed, designed and programmed a recreation of the game Simon, using HTML, CSS & JS
- Eco-Footprint Report Card: Integrated two country datasets using Express, MongoDB & Node and built a front-end UI with React to demonstrate the relationship between carbon emissions and inequality
- Recipe Rolodex: Worked in a group over a 4-day sprint to create a full stack MERN application that allows users to share, view, update and delete recipes on the platform. Incorporate user authentication utilizing PassportJS.

Cars.com – Chicago, IL

Senior Customer Support Specialist, March 2019 - September 2019

- Promoted to Senior role due to accelerated performance
- Performed SQL queries in OracleDB to determine data discrepancies on Cars.com's database.
- Submitted JIRA tickets to maintenance, data warehousing, and enterprise engineering teams
- Performed monthly cancellation audit which led to 50% reduction in short cancellation requests.
- Served as Operations Subject Matter Expert for a multimillion dollar social retargeting product.

Customer Support Specialist, August 2017 - February 2019

- Delivered exceptional customer service to +20,000 B2B clients by leveraging extensive knowledge of products.
- Worked cross-functionality across teams in Operations, Sales, and Product departments to meet customer needs.
- Utilized MS Excel to troubleshoot data issues and documented 30+ daily customer interactions via Salesforce.com
- Awarded Employee of the Month (June 2018) & Employee of the Quarter (Q3 2018) for advanced performance.

Education

General Assembly - Washington, DC: Software Engineering Immersive, 2020

Oberlin College - Oberlin, OH: B.A. in Politics, 2016