

Caitlyn Schmidt | SOFTWARE ENGINEER

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SKILLS & QUALIFICATIONS

Application Development | Object-Oriented Programming | Web Programming | Front End Development | Back End Development
Databases: Oracle, MongoDB | API Design & Development | Database Administration
Programming Languages: Java | Python | JavaScript | HTML | Node.js | CSS | SQL | MySQL
Teamwork | Multitasking | Problem Solving | Customer Success | Client Relationship Management | Communication | Collaboration

TECHNICAL PROJECT EXPERIENCE

PHP Motors | HTML, PHP, JavaScript, SQL

- Used PHP, HTML, JavaScript, CSS to handle the user experience of the website (front end).
- Used SQL to handle data transfer from the vehicle or user website forms to PHP Admin and vice versa.
- Used PHP for error handling, form input, and connecting to databases.

Family Routes | Node.js, REST, HTML, CSS, JavaScript

- JavaScript handled the functions for each route (get, post, delete, put) as well as protecting each route and error handling / validation.
- HTML/CSS handled the front end of the software – what the user sees including styling.
- Used REST APIs to communicate via HTTP requests to perform standard database functions like creating, reading, updating, and deleting records (also known as CRUD) within the family routes program.

PROFESSIONAL EXPERIENCE

Sales Office Manager | Auto Haus International, LLC | Coeur d' Alene, ID | June 2019 - December 2021

- Resolved various product problems by addressing customer complaints, determining causes of problems, explaining solutions, expediting corrections, and following up to assure resolutions for an average of 50 customers per month.
- Oversaw day-to-day office administration and collaborated with business owner to ensure office ran smoothly and efficiently.
- Established long-lasting relationships with customers to maintain high retention and satisfaction.
- Designed and developed legal contracts, title paperwork, and other sales paperwork resulting in dealership staying in compliance with the department of motor vehicles 100% of time.
- Reconciled 4 accounts monthly and managed documents to facilitate office operations.
- Contributed to strategic content development for various communication channels.

Pharmacy Technician | Medicine Man Pharmacy | Post Falls, ID | November 2016 - June 2019

- Collaborated with pharmacy team of 5 to fill prescriptions quickly and efficiently resulting in satisfied customers.
- Communicated with 20-30 medical professionals and health insurance providers per week.
- Input prescriptions into software platform, troubleshoot insurance billing problems, and fulfilled an average of 35K+ prescription orders per year.
- Performed key administrative tasks, maintained patient files, interacted with a team of 5 members to conduct data entry processing for approximately 3K prescriptions weekly across 3 cities.
- Filled over 500 prescriptions each day while typing, billing, and processing orders with attention to detail and accuracy.

Pharmacy Technician | Sandpoint Super Drug | Sandpoint, ID | August 2013 - August 2016

- Kept inventory accurate with effective management and regular cycle counts.
- Supported 3 pharmacists by measuring, counting, and labeling prescriptions.
- Minimized risk and maintained accuracy through consistent adherence to medication handling techniques and procedures.
- Ran reports, analyzed data, and resolved discrepancies to manage records.
- Filled prescriptions at the counter, in drive-thru line, and via delivery services to support an average of 2000 customers annually.

EDUCATION

Bachelor of Science in Applied Technology | Brigham Young University | Rexburg, ID | July 2023

Web Development Certification | Brigham Young University | Rexburg, Idaho | July 2023

Databases Certification | Brigham Young University | Rexburg, ID | April 2023

Web & Computer Programming Certification | Brigham Young University | Rexburg, Idaho | April 2023

Pharmacy Technician Certification, PTCB | | August 2013