

Sara Eilenstine

Software Engineer

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Technical Competencies

Programming: Python • Go • HTML5 • CSS • Javascript • Typescript • bash • venv (Python Virtual) • Playwright (Testing)

Tech Stack: Github • Visual Studio Code • Terminal • Linux • git • Docker • CI/CD • Vercel • VMWare

Tools: Slack • Trello • Jira • Confluence • Notion • GSuite • ZoHo • CRM • Kanban

Work Experience

Card Kingdom

3/2023 – Present

Leading retailer specializing in Magic: The Gathering and other tabletop games, with annual revenues of \$35M+.

Inventory Supervisor (3/2024 – Present)

Operations Specialist (3/2023 – 3/2024)

- Developed a pilot for a **new department from the ground up**, significantly reducing out of stock products, cutting man-hours per product, and relieving the workload of other teams; Cleared an **8-month backlog** within 1.5 months.
- Trained and supervised a team of 12 on machine operations and software use, **improving daily output by 60%** and **reducing time to proficiency** by 30 days for new employees.
- Developed and **improved inventory processes** and workflows and supported Program Manager and Senior Leadership by developing and writing clear **process documentation**.
- Directly assisted the Founder/CEO in **building an operations team**; Designed, planned, and implemented a new **product release flow**, resulting in a 30% increase in product fulfillment rates.

Keepe

2/2022 – 3/2023

B2B marketplace connecting property managers with a nationwide network of qualified technicians for home repairs

Program Manager (9/2022 – 3/2023)

Operations Accelerator (2/2022 – 9/2022)

- Led a global team of 6 employees** in purchasing, logistics, and triage of procured parts for technicians across the United States, resulting in a 47% increase in monthly job completion rates.
- Identified inefficiencies in **supply chain workflows** and built a business case for a new workflow that would reduce supply costs; Earned executive approval and a **promotion to project manager** for implementation.
- Designed an automated return system integrating supplier platforms with customer CRMs, **leveraging API integrations** to streamline operations and generate real-time return labels, improving turnaround time by 45%.
- Negotiated supplier contracts to achieve a 10% flat cost reduction and **reduced product loss by 90%**; Nurtured key partnerships and increased credit line from \$10K to \$500K annually.
- Implemented **data-tracking solutions** using Zapier, Streak CRM, and Google Suite to maintain accurate inventory records and improve reporting efficiency by 25%.

Symantec

8/2017 – 4/2018

Leading cybersecurity company renowned for Norton antivirus software and enterprise security solutions.

Site Reliability Engineer Intern

- Designed and deployed a **security scanning tool** using Qualys, Python and Powershell, integrated with Jenkins in an Azure environment to automatically validate spun-up host environments, reducing manual hours by 30%.
- Supported **production development** by servicing internal network traffic requests, validating secure route tables, and simulating load-balancing configurations, ensuring seamless internal connectivity and uptime.

Other Experience

Tier III; Technology Escalation Specialist – University of Oregon

9/2016 – 7/2017

Tier II; Technology Escalation Specialist – University of Oregon

2/2016 – 9/2016

Tier I; Technology Escalation Specialist – University of Oregon

8/2015 – 2/2016

Education & Certifications

Bachelor of Arts – Spanish and Computer Science – University of Oregon

Data Analysis with Python, Scientific Computing with Python, Relational Database, and Quality – FreeCodeCamp

Object Oriented Programing, Shells and Terminals, Learn Git, Learn Python, Functional Programming – Boot.dev