

Emma Jayne

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SUMMARY

Associate-level Software Development Engineer

Energetic and adaptable engineer with a history of integrating into cross-functional and agile teams to deliver highly-automated, data-driven results. My strong educational background and recent certifications, coupled with my proficiency in diverse technologies, enables a holistic approach to software development and engineering.

WORK EXPERIENCE

Publicis Sapient

07/2021 – Present

Associate Software Developer

Arlington, VA

- Contributed to the migration of mission-critical data pipelines from Alteryx to cloud-based PowerBI and GCP platforms, resulting in an improvement in processing speed and reliability.
- Developed interactive and user-friendly dashboards in PowerBI and Tableau while working closely with internal company leadership to gather dynamic requirements.
- Supported the development and deployment of automated marketing materials in Salesforce for Capital Group's 100,000+ customer mailing list, driving a 10-20% increase in engagement and conversion rates.
- Earned a promotion from Junior Associate Software Developer to Associate Software Developer within 18 months based on the support of my manager, a capability leader, and a business colleague.

Carnegie Mellon Computing Services

05/2019 – 05/2021

IT Help Desk Assistant

Pittsburgh, PA

- Provided IT support to about 15,000 students and faculty under the supervision of senior IT staff.
- Resolved issues related to internet connectivity, software downloads, and two-factor authentication.
- Streamlined the ticket resolution process by corresponding with customers, resulting in a reduction in average ticket response time.

Procter & Gamble

05/2020 – 08/2020

Process Engineering Intern

Auburn, ME

- Drove an improvement in production efficiency at the manufacturing facility by researching, installing, and optimizing new hardware, as well as adjusting machine programming to reduce reject rates.
- Leveraged Excel pivot table analysis of machine data to perform comprehensive root cause analysis, identifying pain points and proposing data-driven solutions that predicted a reduction in production issues.
- Standardized the 5S organizational system across the factory floor, streamlining the storage and management of 100+ production tools, resulting in a decrease in time spent searching for equipment.

EDUCATION

Carnegie Mellon University

08/2018 – 05/2021

B.S., Mechanical Engineering

- GPA: 3.7/4.0

CERTIFICATIONS & SKILLS

Certifications:

- AZ-900: Azure Fundamentals (*p. 10/2022*) • PL-300: PowerBI Developer Associate (*p. 05/2023*)
- **Skills:** Version control (e.g., Git); Agile/Scrum methodology; Collaboration and teamwork; Azure tools and services; Microsoft software (Excel, PowerBI); HTML5; CSS3; JavaScript (ES6+); Webpack; React.js; Responsive web design; Cross-browser compatibility; Node.js; Express.js; RESTful APIs; SQL queries

Github: <https://github.com/ejaynew> | LinkedIn: <https://www.linkedin.com/in/ejaynew/> | Personal site: <https://ejaynew.github.io/>