Emma Jayne

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WORK EXPERIENCE

Publicis Sapient   **Jul. 2021 – Present**
Associate Software Developer   *Los Angeles, CA*
- Consulting software developer with global digital business transformation company P.S.
- Worked with a large financial firm, Capital Group, for one year as a contracting software developer.
    - Managed several marketing and service email campaigns which successfully sent to thousands of advisors and investors using Salesforce CRM.
    - Programmed personalization into the emails using AmpScript, Salesforce's native scripting language.
- Core member of a small internal team focused on developing dashboards about employee utilization using Excel and Power BI.
- Promoted from Junior Associate Software Developer in Jan. 2023.

Carnegie Mellon Computing Services   **May 2019 – May 2021**
Student IT Help Desk Assistant   *Pittsburgh, PA*
- Collaborated with colleagues and customers in-person and via email to troubleshoot issues related to internet connectivity, software downloads, and two-factor authentication.
- Followed up with customers on behalf of coworkers to help speed up our rate of ticket resolution via proactive and consistent communication.

Procter & Gamble   **May 2020 – Aug 2020**
Process Engineering Intern   *Auburn, ME*
- Improved production efficiency in a factory setting by installing hardware and adjusting machine programming to reduce the number of rejects.
- Performed root cause analysis (RCA) by using machine data in Excel pivot tables to identify pain points throughout the production process and predict how they may be remedied.
- Developed a new organizational system for the tools used on the floor for production, taking guidance from the 5S organizational system.

EDUCATION

Carnegie Mellon University   **May, 2021**
B.S., Mechanical Engineering   *Pittsburgh, PA*
- 3.7/4.0 GPA.
- Social chair (2019) and Vice President (2020) of my university's chapter of ASME (American Society of Mechanical Engineers).

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** AZ-900 (Oct. 2022); PL-300 (Mar. 2023)
- **Skills:** HTML/CSS; JavaScript; Node.js; React.js; Redux; Cloud computing (Azure); Salesforce CRM; Microsoft suite
- **Interests:** Hiking; camping; sleeping; reading; crocheting; sewing; music; road trips; foreign languages