

# Leah Keith

Junior Software Developer

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## Web Development Skills

- React
- TypeScript
- JavaScript
- HTML
- CSS

**Most Recent Project:** <https://mybibliofile.com>

## Certifications & Education

- Web Development Certificate; 23 Code Street, 2020
- Certified Associate in Project Management; PMI, 2019
- Lean Six Sigma Green Belt Certification, 2020
- BA English with honours; UNCG, 2010

## Relevant Work Experience

### Senior Technology Liaison, MetLife; 2019-2021

Tampa, FL

- Acted as project manager for all Life Recordkeeping vendor IT projects. Responsibilities included Business and Functional Requirements sign off, budget and schedule management, User Acceptance Testing coordination, deployment support, and process documentation.
- Improved business processes and pushed vendors towards more agile development using Lean Six Sigma principles. This process included problem identification, data collection, statistical analysis, solution creation and implementation, and post-release controls.
- Allocated annual budget in excess of \$400,000 for business projects and initiatives, system enhancements, bug fixes, and IT security initiatives.
- Liaised with multiple internal departments such as service, operations, and IT to resolve complex issues and deliver on MetLife's commitment to their customers.

### Client Service Consultant, MetLife; 2015-2019

Tampa, FL

- Managed all aspects of 50-80 Group Benefits customers with between 100 and 5,000 lives. Responsibilities included plan and contract consultation, billing and financial analysis, claims inquiries, and eligibility.
- Consulted on organisation-wide Robotics project as a Subject Matter Expert (SME). Activities included writing requirements, data gathering sessions, project planning workshops, and testing.
- Fulfilled complex requests for customers by building relationships with various internal departments such as contracts, billing, claims, and sales.
- Served as Regional Market Billing Subject Matter Expert which involved planning and prioritising annual projects, managing other SMEs as a project leader, and testing new software releases for various billing reports and systems.

### Financial Services Representative, State Employees' Credit Union; 2014-2015

Charlotte, NC

- Handled a large volume of inbound calls regarding deposit accounts, loans, and insurance products.
- Analysed earnings information, credit worthiness, and debt-to-income ratios in order to recommend approval or denial of mortgage, auto loan, and credit card applications.
- Researched and resolved member account concerns while maintaining member confidentiality.