

# Elizabeth A. MacHaffie

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Genuine, skilled communicator with a strong drive for learning, mentoring, and organizing. Seeking an Agile, people-focused position to meaningfully contribute to improving lives through technology.

## Relevant Skills & Knowledge

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- Effective interpersonal communication
- Team collaboration
- Conflict management
- Facilitation of decisions, team organization, and self-empowerment
- Teaching and mentoring
- Capable and enthusiastic learner
- Time management
- Creative problem-solving
- Introductory Modern Agile principles
- Introductory Scrum, Kanban, Lean, and XP principles
- JavaScript, HTML, CSS
- Git, GitHub

## Professional Experience

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### Momentum Learning

2018

*Associate Instructor*

- Provided students with guidance for coding with JavaScript, HTML, CSS, Ruby, git, testing, and more.
- Facilitated student growth and self-empowerment through intentional, strategic guidance.
- Answered students' technical questions and aided in troubleshooting their coding projects.
- Provided confidential guidance for individuals and facilitated conflict resolution for teams.

### Momentum Learning

2018

Front-End Engineering Student

- A 12 week immersive coding training program focused on language fluency, object-oriented programming, and project-based learning.
- Envisioned, pitched, and co-developed web app, "Spot Check", [spotcheck-quiz.firebaseio.com](https://spotcheck-quiz.firebaseio.com)
  - "Spot Check" guides users toward reputable dog adoption sources while also collecting data for canine behavior and health professionals.
- Enjoyed successful collaborations with others in pair programming, projects using GitHub for version control, and coordinating Agile development.

### Trinity Animal Hospital

2017-2018

*Head of Training and Behavior and Veterinary Technician*

- Created, managed, and taught training classes to help clients succeed in training their pets and solving behavior problems.

- 100% client retention rate and consistently positive reviews for the 6 months the classes ran.
- Provided staff with regular presentations and one-on-one mentoring on dog and cat handling, body language, and behavior. This led to:
  - Markedly increased staff confidence and ability to safely handle patients.
  - Decreased patient stress, leading to better experiences for pets and their owners.
- Educated clients through private training sessions, providing one-on-one coaching, feedback, and a safe environment in which to discuss concerns.
- Consistently recognized by clients for quality and clarity of my verbal and written communications.
- Applied conflict management skills to successfully counsel client families through emotionally difficult decisions.

## **NCSU College of Veterinary Medicine**

**2017**

*Clinical Behavior Technician and Research Assistant*

- Collaborated with computer science, electrical engineering, and veterinary staff and students to conduct a pilot study to crate train shelter dogs via an automated computer-assisted training system.
- Created and edited educational media for clients, veterinary students, and veterinary staff. Included a bi-weekly presentation on puppy socialization and behavior for fourth year students.
- Co-designed and presented a clinic-wide lecture with a resident veterinarian on effective low-stress handling techniques for cats.

## **Education**

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### **MS Clinical Animal Behavior**

**2012**

University of Lincoln, England

- Relevant studies included human learning and behavior, the science of emotions, cognitive biases, mediation, and client communication skills.

### **BA BDIC: Animal Behavior**

**2008**

University of Massachusetts

- Educated in a wide range of relevant topics, including goal-oriented behavior, learning theory, sustainable living practices, body language, and human cognition.