EMILY DITTMER

SOFTWARE DEVELOPER

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After a career at IBM, I am bringing my skills in communication and customer support to a career in software development. While working with Watson at IBM, I developed a deep curiosity for how the software I was supporting daily operated on a fundamental level. This curiosity has long been the driving factor to develop new skills and continuously learn.

» Skills

LANGUAGES/FRAMEWORKS

React
Redux
JavaScript
Router
Enzyme/Jest
Mocha/Chai
jQuery
Node.js
CSS/SCSS
HTML

SYSTEMS/PRACTICES

Git/Github
Object Oriented Programming
Test Driven Development
Agile Practices

» Awards

IBM Quarterly Award — 2015
Trust and Personal Responsibility in All Relationships: Shows Personal Interest

IBM Manager Recognition Award — 2016

» Projects

What Next?   July 2019

What Next? is a solo project, built in six days, focusing on the React, Redux, Router, Enzyme/Jest, and fetching API calls, the concepts learned in the last six weeks. This app allows a user to enter in a recently completed TV show and find suggestions on what to watch next based on that show. The user can then add any show to their watchlist. Once a show is added to the watchlist, they will be able to view all selected shows and remove any show from the list.
- React - Router - Redux - Enzyme/Jest - API Fetch - SCSS - JavaScript - HTML -

Light Side   July 2019

Light Side is a paired project created using React and Router to display components from the Star Wars API. On the loading page of the app, it randomized the opening crawl displayed in all the films and then allowed the user to view people, planets, vehicles or favorites.
- React - Router - Enzyme/Jest - API Fetch - JavaScript - SCSS - HTML -

Overlook   June 2019

Overlook is a solo project that is described as a hotel management app. It is to be used by hotel staff to manage activities like customer details, booking details for different types of rooms, un-booking rooms, and calculating/showing a customer's total bill.
- OOP (Object Oriented Programming) - TDD (Test Driven Development) - SCSS - jQuery - Mocha/Chai - Fetch - HTML - JavaScript -

IBM Watson ChatBot   Apr. 2016 to Dec. 2018

Creating training and functionality documentation to input and "teach" the Watson bot how to support the different products. This was done by adding common client language into the Watson system.

» Experience

IBM   Lincoln, NE
Technical Support Specialist   Apr. 2016 to Dec. 2018

- Communicate product information between Project Managers, Software Engineers and client regarding issues they encounter and possible system defects
- Train teammates on products to ensure they can provide the best support available for the client
- Create documentation regarding updates to issues the system is facing so our clients and my team can function around them

Senior Technical Support/Team Lead   Lincoln NE
                                                 Apr. 2013 to Apr. 2016

- Communicate project information between project managers and the support team
- Using HTML, created easily accessible and comprehensible webpages regarding our project information for both agents in the US and in our India office.

» Education

Turing School of Software Development   Jan. 2019 to Present
Front-End Development

Doane University   Jan. 2009 to Dec. 2012
B.A. Psychology 2012

- Africa Semester Abroad
- Sociology and History Minors
- Africa Interterm
- Omega Psi Theta - Secretary, Pledge Class Trainer
- Psychology/Sociology Club Secretary
- Dean's List