

Emily Morgado
Software Engineer

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QUALIFICATIONS AND SUMMARY:

- Technical skills span Python, Flask, Javascript, jQuery, AJAX, SQLite, SQLAlchemy, Google Maps API, Twilio API, HTML/CSS, Twitter Bootstrap, Arduino, and Python unittest.
- Strong background in customer support and QA within the tech industry.
- Proficient in Salesforce Desk, Cybersource, Outlook, Sibelius, Finale
- Advanced level of written and spoken Brazilian Portuguese

EXPERIENCE:

Rdio

San Francisco, CA

Product Specialist/Content Writer/Bilingual Community Support January 2014–November 2015

- Demonstrated knowledge of product and competitive landscape, including features, versions and correct app behavior
- Gathered logs, screenshots etc, created tasks, and worked with engineering to correct bugs
- Wrote content for the Help Site, updated articles, corrected translations, monitored forums
- Assisted users with technical issues, app updates, billing failures and subscription changes
- Collected, reported and responded to user feedback while honoring the company's position

ESL Teacher

Brazil, Portugal, South Korea, San Francisco

English Teacher

2007 - 2013

- Taught English to business people working for multinational companies: Shell, Schneider Electric, Banco Itaú, SIBS, Hyundai
- Arranged lessons, schedules, classes, tests, progress reports and student feedback
- Negotiated working terms and prices, managed billing and ensured payment was received

EDUCATION:

Hackbright Academy, San Francisco, CA

Computer Science with focus on full stack

Sarah Lawrence College, Bronxville, NY

Bachelor of Arts in Liberal Studies with a focus on Music Composition and Flute

Pontifícia Universidade Católica do Rio de Janeiro

Portuguese for Foreigners Course, completed level IV