

# Greice Silva

## Software Developer

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### SKILLS

Javascript Java Ruby Ajax jQuery Node.js Express OOP  
Rails Mongoose MongoDB Postgresql Git AWS Rest API's Jira

### EXPERIENCE

#### NLP Bot Dialogue Developer

Asurion | April 2017 - Present, San Mateo CA

Working in an agile team to build AVA (Asurion Virtual Assistant). Developing conversational flow structure and logic blocks with Javascript to create complex user-to-bot interactions. Restructured the monolithic dialog flow into modular and reusable components. Developed microservices using AWS services such as Lambda and API Gateway. Unit test prior to delivering the final product to the Quality Assurance team. Monitored application post-production release to identify and fix bugs. Contributed to the NLP models accuracy improvement by labeling production data. Used technical and analytical expertise to examine data and get insights to improve customer experience.

#### Web Development Immersive

General Assembly | November 2016 - March 2017, San Francisco CA

##### [SF-Travelogue](#)

Full Stack MEAN Application

Application to view or add interesting places in San Francisco Neighborhoods. Worked in a two person team. built the server, designed database structure, created CRUD actions for models and implemented handlebars.

Technologies: JavaScript, handlebarsjs, jQuery, MongoDB, Materialize, Git, Heroku

##### [GA-Hackathon](#)

Full Stack Ruby on Rails Application

Application to organize General Assembly Hackathons as a tool to help students learn new skills and push each other to grow. Worked in four person team. Collaborated by adding front-end validations, designing the following pages: profile, idea, login and signup.

Technologies: JavaScript, Postgresql, Rails, Materialize, HTML, CSS

#### Salon Manager

Salon DNA | March 2010 - November 2016, SAN FRANCISCO, CA

Built and established company's reputation and product value through customer service and support. Implemented and managed a CRM system which was crucial to gather customer information in order to find business opportunities for market growth and to increase sales. Over 6 months, client retention was increased resulting in a 20% increase in revenue. Analyzed all issues related to sales, payroll, business and property taxes as well as applicable insurances, providing guidance to the owners managers when necessary.

### EDUCATION

#### General Assembly / Web Development Immersive

NOVEMBER 2016 - MARCH 2017, SAN FRANCISCO

Developed full stack development skills over an 460 hours immersive course.

#### City College of San Francisco / Computer Science

AUGUST 2015 - July 2018, SAN FRANCISCO

Studied programming fundamentals in C++, Java, Trigonometry and Calculus.