Kelly Mason
Software Engineer

San Francisco, CA - Email me on Indeed: indeed.com/r/Kelly-Mason/a953ff67f36f3564

Software engineer currently building in Ruby on Rails looking to bring my skills to a strong social mission.
Product experience engaging online learning communities, big and small. I learn quickly, work well with
others, and derive great joy out of shipping great work.
Authorized to work in the US for any employer

WORK EXPERIENCE

Software Engineer
Bloc   -   San Francisco, CA - April 2015 to May 2016

As a software engineer, I implemented new features, fixed admin tools, and expanded testing for the
Bloc platform.

• Implemented new third-party support & product feedback widget

• Contributed user-facing and admin tools to improve usability

• Worked with Ruby on Rails, Angular.js, RSpec, Javascript, Github, CircleCi, Heroku, HTML, CSS,
SQL, APIs, and more

As Student Experience Lead, I reduced churn and improved student satisfaction by implementing
engagement measures.

• Launched and grew Slack community from 0 to 800+ users in 4 months

• Planned, executed, and hosted Bloc Career Talks to engage and prepare career-seeking students

• Improved Support Team metrics from 79% SLA to 95% in 3 months

Education Programs Producer - Web Development
General Assembly   -   San Francisco, CA - April 2014 to April 2015

Managed all part-time web-development courses for GA San Francisco.

• Designed and managed holistic student and instructor experiences

• Increased instructor retention while recruiting, hiring, and coaching 30+ instructors

• Improved student satisfaction and mastery, and reduced churn while overseeing customer
satisfaction

English Content & Curriculum Manager
Meten English   -   San Francisco, CA - March 2012 to May 2013

• Headed team to reorganize METEN VIP Online Learning 2000+ lesson curriculum

• Wrote individual lesson objectives and slides for 500+ English lessons

• Generated 1000+ unique site visits by launching Western Culture themed blog

• Increased retention and team productivity by revamping foreign staff recruitment and training procedures

First and Fourth Grade Teacher

Fang Cao Di International School   -   San Francisco, CA   -   January 2011 to May 2012

Taught first and fourth grade english to native and non-native speakers at China's premiere Chinese international school.

EDUCATION

Bachelor of Science in Psychology

University of North Carolina at Chapel Hill   -   Chapel Hill, NC
August 2006 to May 2010

LINKS

http://github.com/kellymason

http://kellymariemason.com

http://linkedin.com/in/kellymariemason