



# JENNIFER ENGLE

## Contact Me

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🌐 [GitHub](#)

🌐 [Personal Profile](#)

🌐 [LinkedIn](#)

## Training & Certifications

SDLC

Six Sigma (White & Yellow)

Automation Anywhere

Scrum Fundamentals

Business Analytics

Process Mapping

Kanban

Agile Methodologies

## Systems & Tools

Jira & Azure Dev Ops

Salesforce Ticketing

ServiceNow Ticketing

ELMS Database (HRB)

HELMS (HRB)

CDB (HRB)

WebCDB (HRB)

Visio

Postman

Adobe Creative Cloud

Handlebar Logic

## Skills

### Programming & Languages

Vanilla JavaScript

HTML

CSS

Node

Express

React

jQuery

Bootstrap

MySQL & NoSQL

Mongo DB

Restful APIs

## About Me

Experienced Data Integrity Analyst and trained Full Stack Software Developer with added knowledge of SDLC and Scrum Methodologies seeking to transition into Full Stack Software Development role within H&R Block.

## Education

### Full Stack Software Development Bootcamp Certification

May 2023 University of Kansas

### Bachelor's Degree of Fine Arts in Graphic Design

May 2007 Drake University

## Experience

### Data Integrity – Administrative Resources

*April 2018 – Present H&R Block World Headquarters*

- Process & delegate incidents through the Salesforce ticketing system, including franchise contract changes, banking updates and office database hierarchy within the ELMSDB database and HELMS user interface.
- Open & close districts and branch offices for national and international locations & teams.
- Create & maintain process guidelines for HELMS, SQL queries for ELMSDB, and the UI WebCDB.
- Provide business processes & requirements for system/cloud migration, software/application changes & constant feedback for bugs & defects to the supporting IT teams.

### System Administrator for Robotics Process Automation

*July 2016 – Sep. 2017 SE2*

- Maintained existing software for Automation Anywhere to record & review errors, to adapt it to new hardware, or to upgrade interfaces and improve performance
- Stored, retrieved, and manipulated data for analysis of system capabilities and requirements