Jennifer Engle

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As a quick learner and multi-talented Full Stack Software Developer with a Graphic Design degree, I have already made notable accomplishments such as completing the University of Kansas Full Stack Software Engineering Bootcamp in 6 months and being a System Administrator for an RPA team for 1.5 years in a previous role. Having worked in Operations and IT on projects and pilot programs, I understand the SDLC and Scrum methodologies, and have a passion for constant challenge and growth. Known for creativity, curiosity and a little humor, I am committed to finding better and clever solutions to problems. I am dedicated to becoming a skilled and sought-after Full Stack Software Developer.

Experience

Data Integrity – Administrative Resources   **April 2018 – Present**

H&R Block World Headquarters | Kansas City, MO

● Process and delegate incidents through a ticketing system including change requests on contracts, banking and office information for national and international tax professionals within the Common Database (CDB) ● Open and Close districts and branch offices within CDB and WebCDB ● Create and maintain process guidelines for both databases ● Assist in the annual realignment of districts and branch offices Work with Acquisitions & Development and Legal teams to update Franchise Contracts, including additional addendums and sales back to the company ● Provide business requirements for the CDB Migration to WebCDB ● Member of the Orgs & Hierarchy Workday ADO group ● Scrum Fundamentals Certification achieved April 2020 to provide better feedback during Scrum and working sessions

Customer Support Specialist - Pilot   **Oct. 2017 – March 2018**

GDIT | Lawrence, KS

● First line of communication with consumers for a client ● Assist consumers wanting to get logged into their online account ● Troubleshoot & reset consumers' accounts when issues occur ● Transfer calls to appropriate departments if routed incorrectly or they have additional questions

System Administrator for Robotics Process Automation   **July 2016 – Sep. 2017**

SE2 | Topeka, KS

● Maintain existing software for Automation Anywhere to record & review errors, to adapt it to new hardware, or to upgrade interfaces and improve performance ● Store, retrieve, and manipulate data for analysis of system capabilities and requirements ● Consult with customers or other departments on project status, proposals or technical issues such as 'bot' failures or maintenance ● Perform unit testing for automations and validate procedures ● Monitor the functionality of equipment to ensure systems operate in conformance with specifications

Account Service Representative   **Nov. 2013 – July 2016**

SE2 | Topeka, KS

● Check to ensure that appropriate changes were made to resolve customer or agents' problems ● Refer unresolved customer or agent grievances to designated departments for further investigation ● Confer with customers by

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telephone to provide information about active insurance contracts, process new insurance contracts, cancel contracts and obtain details of complaints ● Explain changes in contract provisions to customers ● Understand and relay prospectus changes to agents and customers

Education

Full Stack Software Development Certification   **May 2023**

University of Kansas | Lawrence, KS

Bachelor's Degree of Fine Arts in Graphic Design   **May 2007**

Drake University | Des Moines, IA