Julia Johnson | Support Engineer

julialj95@gmail.com | 651-491-0926 | Saint Paul, MN

LinkedIn | Github | Portfolio

SUMMARY

As a customer support engineer and developer with two years of experience in healthcare interoperability support, I have become an adaptable problem solver and a strong collaborator. I am passionate about improving patient healthcare outcomes by helping customers solve their biggest problem in sight.

TECHNICAL SKILLS

Front-End: JavaScript ES6, React, React Hooks, jQuery, HTML5, CSS
Back-End: Node.js, PostgreSQL, Express.js, SQL
Additional: Git, Github, RESTful APIs

EXPERIENCE

Tier II Platform Support Engineer | *Redox*   *Aug 2021 - Present*
- Provide high quality, empathy-driven technical support to help customers maintain and expand their production integrations
- Function as primary technical resource for platform support team members
- Educate customers and HCOs on healthcare integration
- Develop and maintain an escalation process for Redox's scaling support team

ESL Teacher | *VIPKID (Virtual)*   *Nov 2018 - Aug 2021*
- Demonstrate excellent interpersonal skills while facilitating over 3000 one-on-one virtual English lessons with Chinese students between the ages of 3 and 16
- Provide clear and effective written feedback to each student after every lesson
- Conduct monthly progress evaluations and provide detailed feedback to parents and students

Chiropractic Assistant | *Clear Health Chiropractic (St. Louis Park, MN)*   *Dec 2017 - Nov 2018*
- Led personalized educational consultations with 10-15 new patients per week
- Wrote and designed office promotional materials and weekly newsletters
- Managed detailed patient records and financial paperwork in a practice with over 300 patients

Seed Regenerator | *Seed Savers Exchange (Decorah, IA)*   *May 2017 - Dec 2017*
- Displayed outstanding work ethic and a strong focus on teamwork while taking care of 6 gardens of heritage seed varieties
- Maintained detailed and organized seed and garden records for over 150 varieties of heritage seeds

Franchise Manager | *College Pro Painters (Minneapolis, MN)*   *Jan 2015 - Dec 2015*
- Ran a 71k house painting business
- Led two teams of three painters to paint 36 houses with 100% satisfaction ratings
- Found and contracted with all clients independently

EDUCATION

Certificate, Software Engineering | *Thinkful (Online)*   *Oct 2020 - April 2021*
- Learned industry best practices and practical software development standards
- Honed skills in React.js, Node.js, Express.js, SQL, HTML5, JavaScript ES6, jQuery, algorithms & data structures
- Participated in mentorship program with industry professionals

Bachelor of Arts in International Studies and Norwegian Language Studies | Music Minor
Luther College | Decorah, IA | 2013-2017
- *Cumulative GPA of 3.53; named to Dean's List 4 times*