

Kaleena Perkins

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Web Development Projects

Student Says

A web page that will generate a random student story from a list. Built with strict JavaScript, Bootstrap, and the Twitter API. www.kaleenaperkins.com/studentsays.html

JavaScript Calculator

This calculator uses JavaScript and is fully responsive. Built first with JavaScript, then refactored using jQuery and Bootstrap. <https://kaleenaperkins.com/calculator.html>

Weather Forecaster

A web page showing current and forecasted weather for current location or search by zipcode. Built with JavaScript, Bootstrap, Open Weather API, Google Maps API. <https://kaleenaperkins.com/weather.html>

Experience

2017-Present FormAssembly, Remote

Support Engineer

- Provide Tier II support to clients
- Assist Tier I support team in the troubleshooting process
- Identify, test, and write bug tickets
- Collaborate to prioritize bug and improvement tickets
- Lead onboarding calls with new clients, demonstrating features of the product and troubleshooting any issues that may arise

2016-2017 FormAssembly, Remote

Customer Success Specialist

- Resolve up to 500 tickets per month while maintaining 97% client satisfaction rating
- Empower clients to utilize built in integrations such as Salesforce, PayPal, Stripe, and MailChimp to create web forms.
- Create and explain custom CSS and JavaScript snippets for clients
- Collaborate with other teams to advocate for clients, share feedback, and improve the form building experience

2013-2016 CCCC Head Start, Canby, OR

Bilingual Head Teacher

- Implemented curriculum in both English and Spanish
- Conducted multiple home visits and developmental screenings with families
- Coached and supervised an assistant teacher and classroom aide

- 2012-2013 Horizon Elementary School, Glendale, AZ
Kindergarten Teacher
- Responsible for all aspects of classroom instruction and management
 - Provided on-going assessment and evaluation of student needs and progress
- 2010-2012 Portland Public Schools and MESD, Portland, OR
Substitute Teacher
- Served as a substitute teacher throughout the Portland-metro area in various program settings, including special education, general education, Head Start, and alternative programs for teenagers

Education

- 2014-2015 Post-graduate training in Special Education, Lewis & Clark College, Portland, OR
- 2010 Master of Arts in Teaching, Marylhurst University, Marylhurst, OR
- 2007 Bachelor of Arts in Interdisciplinary Studies, Western Oregon University, Monmouth, OR