

KATHERINE BAILEY

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Professional Summary

Detail-oriented entry-level software engineer who offers versatility and a strong work ethic. Seeking a position that requires troubleshooting and debugging of client applications. Looking to join an organization where the opportunity for growth and personal development is embraced.

Technical Skills

- CSS, HTML, JavaScript, Ruby, Ruby on Rails, MySQL, PostgreSQL, Python, Tableau, Git, REST API design
- Object-Relational Mapping (ORM), Object-Oriented Programming, Relational Database Design
- Microsoft Office proficient
- POS systems knowledge
- Has used R programming and SPSS

Work History

Customer Service Technical Support, 06/2015 to 06/2016

Withings - bought out by Nokia – Cambridge, Massachusetts

- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Actively pursued personal learning and development opportunities.
- Maintained up-to-date and accurate internal and customer-facing knowledge bases.
- Driving process and policy improvements through root cause analysis.

Account Manager, 08/2013 to 05/2015

Odin Inc – Cambridge, MA

- Provided on-site as well as remote software training to clients and their staffs.
- Reviewed and maintained thousands of accounts at preparatory schools and colleges.
- Scheduled and coordinated annual database archives and system updates for every client.
- Ran diagnostics and troubleshooting customers' issues.

Data Reconciliation Assistant, 05/2012 to 05/2013

Project on Children's Thinking, Northwestern University – Evanston, IL

- Reconciled billing customers.
- Managed Customer database.

Research Technician, 02/2011 to 05/2013

Project on Children's Thinking, Northwestern University – Evanston, IL

- Performed a variety of data entry using SPSS or Microsoft Excel for graduate students and managed database entry.
- Answered phones and responded to e-mails regarding scheduling participants, managed calendars, and supervised undergraduate research assistants.
- Proofread manuscripts which involved researching references as well as editing grammatical and structural errors in APA format.

Development/Marketing Assistant, 05/2010 to 02/2011

Writer's Theatre – Glencoe, IL

- Analyzed data from audience surveys.
- Answered phones, responded to e-mails, and interacted on a day-to-day basis with donors.

Education

Bachelor of Arts: Psychology, May 2009

University of Texas - Austin, TX

Software Development, 2018

BLOC - Bay Area