



Katherine Bailey

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PROFESSIONAL SUMMARY

Detail-oriented and data-driven entry-level software developer with an organized nature, customer-focused mindset and good critical thinking skills. Talented troubleshooter and problem-solver. Looking to join an organization where the opportunity for growth and personal development is embraced.

SKILLS

- Programming Languages and Web Frameworks: CSS, HTML, JavaScript, Ruby, Ruby on Rails, PostgreSQL, MySQL, Python 3, Django
- Operating Systems: macOS and Linux
- In the process of learning or learned but not mastered: R, Tableau, SPSS, ArcGis
- Strong client relations and people-oriented

PROJECTS

- **WordCount:** An open-source project using Python and Django to create a site to count word usage (and hopefully many other things through contributions). Website: nola321.pythonanywhere.com
- **Black Jack (black_jack):** A simple Black Jack game created in Jupyter Notebook with Python.
- **Product Hunter (Product_hunter):** A site that is a duplicate of "Product Hunt," a site that shows the latest apps and projects for people to view, learn about, and then vote on.

WORK HISTORY

CUSTOMER SERVICE TECHNICAL SUPPORT

06/2015 to 06/2016

Withings (now a part of Nokia) | Cambridge, MA

- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- 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

- Reviewed and maintained thousands of accounts at preparatory schools and colleges through an ORM database.
- Ran diagnostics and troubleshooting customers' issues.

EDUCATION

Software Development Program BLOC, Remote

2018

I decided to step away from full-time employment to pursue software development studies full-time at a software developer bootcamp, Bloc.

Bachelor of Arts | Psychology University of Texas, Austin, TX

MAY 2009