KATIE LENTES
SOFTWARE ENGINEER

Employment

Catholic Charities of the Archdiocese of Chicago
Chicago, IL
Software Engineer
May 2023 to Current, May 2023 to Current

As a software engineer for the Data, Strategy, and Insights team, my job is to create and maintain various tools for our internal stakeholders, including our Programs and HR teams while considering and advocating for user experience. I build features and tools which have had positive impacts on the company's employees and the bottom line.

During my time at Catholic Charities I have:
● Automated manual processes for various teams throughout the organization
● Contributed to development of new client intake app using Next.js, React, and MongoDB
● Created better user experiences utilizing API and automation in Zendesk

Foxtrot
Chicago, IL
Frontend Engineer II
Nov. 2021 to Apr. 2023

- Shared in leading the React Native overhaul for greenfield development of the stores' mobile order packing and task management tool
- Served as epic lead for brand new inventory receiving feature in React Native app
- Implemented smoother and more intuitive UI experience to internal and customer facing components using React with Context as state management, Axios for HTTP, Jest as a testing library, and ESLint and Husky for linting
- Worked closely with product design, BE developers, QA engineers, and product managers using Agile practices in a squad based structure to ship features in a fast moving Series B environment

Home Chef
Chicago, IL
Software Engineer II (Internal Tools Team)
July 2021 to Oct. 2021

- Created and maintained a robust suite internal tooling for culinary and customer support teams
- Developed new features end to end using React and Ruby on Rails
- Implemented test driven development using Rspec, Jest, Enzyme, and ESLint
- Leveraged Redis and Sidekiq for caching and key value storage

Software Engineer I (Customer Experience Team)
Chicago, IL
Dec. 2018 to July 2021

● Created new customer facing features increasing retention and acquisition with our Rails, Javascript and CSS stack
● Added features to the mobile app in React Native
● Implemented various experiments for UI/UX improvements
● Integrated numerous tools, pixels, and promotional partnerships

Software Engineer Apprentice
June 2018 to Dec. 2018

● Paired and worked independently on low-complexity full stack and frontend projects
● Managed front-end A/B testing projects in Optimizely for customer acquisition and retention teams

Customer Outreach Associate
May 2017 to June 2018

● Planned, executed, & analyzed customer retention email strategies throughout lifecycle with A/B testing
● Engaged directly with customers to resolve issues and gain customer knowledge

Customer Experience Associate
Aug. 2016 to May 2017

● Resolved customer issues with Zendesk and trained new hires
● Served as ID Captain to help customer support and tech teams identify and solve technical issues as needed

Project 16:49
Rock County, WI
Americorps Member
Aug. 2015 to Aug. 2016

● Facilitated group life-skills sessions for unaccompanied homeless youth
● Led resume building workshops for Beloit Fresh Start YouthBuild AmeriCorps Program
● Organized drives and volunteer opportunities with community leaders

Contact

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☎ 708-502-8206
in katie-lentes
○ katielentes

Education

Beloit College   Aug. 2011 to May 2015
BA in Psychology

Bloc.io   Jan. 2018 to Nov. 2018

Skills

React
JavaScript
React Native
CSS
HTML
Jest
Ruby
Rails
RSpec
SQL
Sidekiq
Styled Components
Tailwind CSS
Test Driven Development
Agile
Front-end Development
Back-end Development
Git
Azure