Katy Ross

Software Engineer in St. Louis, MO

I strive to continuously learn so I may find creative and improved solutions to modern problems.

PHONE 573-489-4277 | **EMAIL** ross.katherinebeth@gmail.com

GITHUB katyross | **LINKEDIN** katy-ross

PROJECT EXPERIENCE

$idework — Budgeting App for tip based incomes

- I'll be updating this part of my resume as i complete my project :)

WORK EXPERIENCE

Certified Trainer — LHM: 360 & Train Shed at Union Station, St. Louis, MO

November 2017 - Present

- Utilized both classroom and experiential learning to equip trainees with solid knowledge of point-of-sale software, expected job duties, company culture, and menu items during onboarding.
- Consulted with both leadership and trainees throughout the course of training to review learning and performance, while arranging thorough documentation of new hire materials for Human Resources to complete the onboarding process.
- Earned an A average on Hilton Certified Trainer reviews.

Server — LHM: 360 & Train Shed at Union Station, St. Louis, MO

April 2017 - Present

- Facilitated a unique and exceptional experience for guests. Used versed knowledge of menu to suggestively up-sell, while identifying and resolving any guest dissatisfaction, to encourage ongoing patronage.
- Efficiently communicated with back of house, management, and front of house teammates to delegate and complete daily tasks and preserve company standards.
- Demonstrated ability to efficiently satisfy guests needs and maintain a positive attitude in high-volume, high-pressure atmosphere. Frequently multitasked 20 - 25 guests at a time, earning 18-22% average tips.

EDUCATION

LaunchCode, CoderGirl Programming Course — 2020

SKILLS

PROGRAMMING LANGUAGES

- **Java**
- **JavaScript**
- **HTML5/CSS3**

FRAMEWORKS

- **Spring Boot**
- **AngularJS**

DATABASES

- **MySQL**

VERSION CONTROL

- **Git**

TOOLS

- **Trello**

AWARDS

Hilton at the Ballpark's "Employee of the Month" November, 2018.