Kayla Sward

Email | LinkedIn | Personal Site | 860.759.2672

EDUCATION

BOSTON UNIVERSITY
BA in Computer Science
Grad. May 2014 | Boston, MA

CERTIFICATIONS

SALESFORCE B2C COMMERCE DEVELOPER
Salesforce
Oct. 2019

SALESFORCE CERTIFIED ADMINISTRATOR
Salesforce
Nov. 2020

PROJECT MANAGEMENT
Penn State University
Aug. 2018

COMPUTER INDUSTRY WRITING
Northeastern University
In Progress | Will finish March 2021

AREAS OF EXPERTISE

PROGRAMMING LANGUAGES
Java • JavaScript • Python • Apex

WEB/APP DEVELOPMENT
React • React-Native • Node.js • Express
HTML • CSS • XML • MongoDB • Flask
Bootstrap

SOFTWARE
Git • VS Code • Eclipse • Quip
LaTeX • Google Drive • Oxygen
MadCap Flare • SmartSheet

HUMAN LANGUAGES
Conversational
American Sign Language

EXPERIENCE

SALESFORCE B2C COMMERCE
SMTS Senior Software LINK Engineer
Jan 2017 – Current | Remote (Sunnyvale, CA)
LINK Technology Engineer
Sept 2014 – Jan 2017 | Remote

- Provided direct analysis and recommendations to LINK Technology Partners on their software
- Reviewed, helped debug, tested, and published 3rd party software built by LINK Technology Partners
- Wrote all guides pertaining to the LINK Certification process and continuously maintained them
- Coded, documented, and recorded a demo for an example plugin showing ways to integrate with the B2C Commerce platform
- Established and continuously improved the overall operations and processes of the LINK Certification Team to ensure a faster and smoother process for both the LINK Technical Team and LINK Partners
- Planned all LINK Certification requests using agile methods
- Trained three peers on how to certify partners' software among other processes
- Recruited and mentored a peer to grow in their junior developer role
- Technical point of contact for 200+ partners from around the world about the certification process and other related technological questions
- Helped create a process to ensure the partners' software was updated yearly to avoid any compatibility issues with newer customers' sites
- Managed partners to keep them on track for their required yearly certifications
- Tracked over 200 LINK Partner integrations and issues using Github
- Helped manage LINK team's migration from an old ticketing system to using Salesforce's ticketing system and altered team processes to accommodate

BOSTON UNIVERSITY LAW DESKTOP SERVICES
Client Support Services
Aug 2011 – May 2014 | Boston, MA

- Operated as service point-of-contact for help-desk, helping to diagnose and troubleshoot computer issues

ID TECH CAMPS, MIT
Instructor
Summer 2013 & 2014 | Cambridge, MA

- Instructed classes that specialized in programming with Java
- Prepared lesson plans and tracked the progression of 8 students per week

VOLUNTEERING

NEW ENGLAND AQUARIUM
Visitor Educator
Oct 2013 - May 2014 | Boston, MA

- Answered questions from the public, initiated conversations with visitors, and demonstrated appropriate animal handling for the live touch tank animals