

Kate Springer

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launch_code

PROJECT MANAGER IN BOCA RATON, FL

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GITHUB [Keskt](#) | LINKEDIN [Katherine Springer](#)

I care about solving problems that inhibit businesses from growing or providing the best service to their clients. I strive to connect team and implement effective solutions.

LANGUAGES

- C#
- Python
- HTML5/CSS3

FRAMEWORKS

- .NET
- Flask

DATABASES

- MySQL

TOOLS

- Salesforce
- Git/Github
- Trello
- Microsoft Office
- Social media (Hoot suite)

PROJECT EXPERIENCE

Bug Tracker — LaunchCode Liftoff

- Ticket/bug tracking application using C#/.NET core/ASP.NET Core MVC/Entity Framework

WORK EXPERIENCE

Account Manager, Cendyn, Boca Raton, FL 6/2018 – Present

- Oversee implementation of Guestfolio CRM, eProposal, and eMenus products
- Coordinate with development, production, and other internal teams for each project
- Set and adhere to project timelines, deliverable due dates, and time budgets
- Conduct training sessions and guide client on best practices
- Provide extensive post live support for Guestfolio CRM clients

Client Service Manager, Source Creative, Boca Raton, FL 3/2012 – 6/2018

- Communicate with clients via phone and email to answer questions and maintain relationships
- Provide technical support and assistance navigating Source Creative application to clients
- QA new application features prior to release
- Troubleshoot application errors and write tickets to escalate issues as needed
- Conduct Internet research to answer client questions and get up to date industry news and information
- Research potential clients and qualify leads for sales team

EDUCATION

LaunchCode, LC101 Programming Course — 2019

Carleton College, B.A. History — 2006