

## KATHERINE STEIN (GARAFFA)

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## EXPERIENCE

### Engageware (Formerly SilverCloud Inc.) | Portsmouth, New Hampshire

#### FRONT END DEVELOPER (Engageware) January 2022 - Current

- Collaborate with team of six developers as lead designer on all UX/UI features
- Work in a team environment using a structured agile development process
- Testing all user interfaces and application components to ensure they function correctly
- Develop client-facing features in React and Angular2+, contributing to the base app
- Worked with PO to verify that features and bug fixes met acceptance criteria within a fullstack fintech application

#### UX/UI Designer (Engageware) February 2021 - January 2022

- Collaborated with Product Management, Engineering and Professional Services to gather requirements from user needs to technical limitations
- Created designs from user flow -> low-fidelity -> highly interactive prototypes using UXPin receiving feedback throughout the process
- Conducted usability testing of prototypes using Full Story and Pendo
- Worked with Product Management to review findings from usability testing to improve prototype
- Wrote requirements for Engineering and review features during development

#### TECHNICAL SERVICES ENGINEER (SilverCloud Inc.) June 2020 - February 2021

- Created and presented proof of concepts for executives to leverage product roadmap
  - Used Google's DialogFlow fulfillment tool and SilverCloud's REST API to search customer's knowledge base and return responses in Google Assistant and Phone Gateway
  - Developed an endpoint to utilize SilverCloud's REST API to send automated responses from the customer's knowledge base to a virtual assistant on an external communication tool
  - Returned account data from a fintech REST API using Nodejs and Google DialogFlow in SilverCloud's Chatbot
  - Worked directly with the VP of Product to create multiple virtual assistant UX/UI designs that would be used for a new progressive web app offering
  - Used Citrix's ShareFile API to authenticate into ShareFile using OAuth 2.0 Authorization Code Grant to recreate simplified experience for customer within SilverCloud product
- Performed QA for all integration requests to ensure high quality integrations being delivered

#### INTEGRATION LEAD (SilverCloud Inc.) November 2018 - June 2020

- Designed and implemented templates to be used across 200+ customers
  - Templates were adapted and implemented on all new and existing customers; cutting implementation time from 40 hours to under two while improving the quality
- Recognized the lack of version control and organization of integrations. Lead the implementation of a version control process (GitHub) for all integrations
- Consumed new features and products to provide valuable feedback as voice of customer
- Subject matter expert and point of contact on all integrations for 200+ customers

### ThriveHive | Boston, Massachusetts

#### SENIOR WEBSITE DESIGNER September 2016 - November 2018

- Worked directly with 35+ small business owners simultaneously, from onboarding to implementation. Over 150 websites built during my tenure
- Acknowledged as a lead, fulfilling websites 200% more efficiently than company standard
- Identified the lack of consistency and quality in company templates and re-wrote HTML/CSS templates to improve repeatability and cut production time from eight hours to under four

## SKILLS

CSS/ Sass ★★★★★  
HTML ★★★★★  
UX Pin ★★★  
Figma ★★★  
JavaScript ★★★  
Adobe Suite ★★★  
REST APIs ★★★  
WordPress ★★★  
Agile ★★★  
Angular Material ★★  
Nodejs ★★  
React ★★  
Typescript ★★  
Angular2 ★★

## EDUCATION

#### Saint Michael's College

- Bachelor of Science in Mathematics
- Minor in Economics
- Class of 2014
- Captain of Varsity Soccer Team

#### General Assembly

- User Experience Design
- Introduction to JavaScript

#### Girl Develop It

- Introduction to PHP

## OTHER EXPERIENCE

Dealer.com | Burlington, Vermont | DIGITAL SPECIALIST | June 2014 - October 2015