KATHERINE GARAFFA

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EXPERIENCE

SilverCloud | Portsmouth, New Hampshire

TECHNICAL SERVICES ENGINEER June 2020 - Current
- Created proof of concepts to assist executive team with determining product roadmap
  - Connected 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 to cut down call center volume by providing automated responses
  - 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 to cut down call center chat volumes
  - Used Citrix's ShareFile API to authenticate into ShareFile using OAuth 2.0 Authorization Code Grant to recreate simplified experience for customer within SilverCloud environment
  - Constructed intents to return account information from a fintech REST API using NodeJS and Google Dialogflow to enhance the AI of 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
- Performed quality assurance checks for customer requests from integrations to ensure technical support team was delivering the highest quality product
- Assessed all technical support escalations, provided solutions when possible and submitted feedback to engineering for how to move forward

INTEGRATION LEAD November 2018 - June 2020
- Designed and implemented templates to be used for Intranets across 200+ customers.
  - Templates were adapted and implemented on all new and existing customers; cutting implementation time from 40 hours to under two and improved quality of existing Intranet
- Recognized the lack of version control and organization of integrations. Lead the implementation of a version control process for all integrations using GitHub from existing shared drive to track changes made
- Developed internal quality assurance program using GitHub to provide peer review of integration changes to deliver high quality edits
- 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 initiation to implementation, in a fast-paced environment
- Acknowledged as the lead website designer, fulfilling websites 200% more efficiently than company standard
- Identified the lack of consistency and quality in company templates and re-wrote CSS to improve repeatability and cut production time from eight hours to under four

Dealer.com | Burlington, Vermont

DIGITAL SPECIALIST June 2014 - October 2015
- Main point of contact for all 525 Subaru customers to handle website maintenance requests
- Worked with 30+ dealerships on monthly cadence to create campaigns style adds

SKILLS

CSS/ Sass ★★★★★
HTML ★★★★★
Adobe Suite ★★★
JavaScript ★★★
JQuery ★★★
WordPress ★★★
Agile ★★
Node.js ★★
REST APIs ★★
SharePoint ★★
React ★
PHP ★

EDUCATION

Saint Michael's College
B.S. in Mathematics
Minor in Economics
2014

Captain of Varsity
Women's Soccer Team

GAP YEAR

October 2015 -
September 2016

Sailed Atlantic
Intracoastal Waterway
aboard home built
sailboat

Took continuing
education courses on
topics including
JavaScript, Adobe
Photoshop, and PHP