KATHERINE GARAFFA

I love problem solving which draws me to development. The best part of my day is when a difficult problem arises for a customer, and I get the opportunity to figure out why it is happening and propose an idea to fix it. I hope to continue my career in development learning new languages and continuing to solve problems.

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EXPERIENCE

SilverCloud, **Integration Lead**

Portsmouth, NH, November 2018 - PRESENT

➔ Design and implement responsive intranets to be used across all 200+ customers using HTML, CSS, JQuery, and PHP. These templates are adapted and implemented on all new and existing customers cutting implementation time from 40 hours to under two.

➔ Consume new features/ products including open API to provide valuable feedback as SilverCloud's customer-centric role.

➔ Style customer's external widgets on websites using SaSS to target SilverCloud elements and avoid conflict with existing website elements.

➔ Main point of contact for all internal teams and the customer's integrations.

➔ Manage internal, external, mobile, Facebook and chat integrations for 200+ customers.

➔ Created internal Google analytics reporting dashboard using Google developers API to track 200+ customers across five channels.

➔ Implemented SilverCloud's version control process for integrations using GitHub. Created one version of the truth for all integrations.

➔ Designed and implemented SilverCloud's intranet (SharePoint) as well as external Help Center, Demo Center, and Partner Center using PHP, HTML, CSS, and JQuery.

ThriveHive, **Sr. Website Designer**

Boston, MA, September 2016 - November 2018

➔ Worked directly with 35+ small business owners simultaneously in a fast-paced agency environment.

➔ The subject matter expert in regards to ThriveHive's proprietary platform (built on WordPress) as well as HTML and CSS.

➔ Revamped existing templates to be DRYer code, more responsive and thus cut down production time for each new website.

➔ Utilized internal systems, Slack, Salesforce, WordPress, Adobe Suite, to perform day-to-day tasks.

➔ Gained working experience and proficiency in Adobe Photoshop, Adobe Illustrator, WordPress, and HTML/ CSS.

Dealer.com**, Digital Specialist**

Burlington, VT, June 2014 - October 2015

➔ Served as the main point of contact for all 525 Subaru of America customers to handle daily maintenance of websites with HTML/ CSS. Created several monthly, slogan style campaign ads for customers and then worked with multiple teams to design and implement campaigns.

SKILLS

HTML
CSS
SaSS
GitHub
Vanilla Javascript
JQuery
React
PHP
Open APIs
WordPress
Adobe Suite
SharePoint

EDUCATION

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

Member of Varsity
Women's Soccer Team,
Captain Senior Year

Peer Tutor
NE-10 Honor Roll