

KATHERINE GARAFFA

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EXPERIENCE

SilverCloud LLC, Portsmouth, NH, November 2018 - PRESENT

TECHNICAL SERVICES ENGINEER - 06/2020 - Current

- Create proof of concepts to aid the executive team in determining the product roadmap
 - ◆ Utilized 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 with Node.js
 - ◆ Created a virtual assistant endpoint that used SilverCloud's API to connect the customer's knowledge base to an external communication tool for automated responses prior to speaking with live support
 - ◆ 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
 - ◆ Utilized Google's DialogFlow fulfillment tool to create intents based on consumer online banking questions and return account information from Alogent's REST API to SilverCloud's chatbot
 - ◆ Worked directly with the VP of Product to create multiple virtual assistant UX designs that would be used for a new progressive web app offering
- Perform all quality assurance checks for customer requests on integrations through GitHub and peer review
- Point of contact for all technical support escalations prior to submitting to product as bug
- Assist in improving operational needs by providing solutions using technical tools
 - ◆ Created event tracking for third party tutorial tool with Google Analytics

INTEGRATION LEAD - 11/2018 - 06/2020

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

SKILLS

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

EDUCATION

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

Member of Varsity
Women's Soccer
Team Captain

Peer Tutor
NE-10 Honor Roll

ThriveHive, Boston, MA, September 2016 - November 2018

SENIOR WEBSITE DESIGNER

- 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, Burlington, VT, June 2014 - October 2015

DIGITAL SPECIALIST

- 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