

# 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
  - ◆ Help maintain the management of legacy Python scripts

### 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

## 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

Center, and Partner Center using PHP, HTML, CSS, and JQuery

ThriveHive, Boston, MA, September 2016 - November 2018

**SENIOR WEBSITE DESIGNER**

- Worked directly with 35+ small business owners simultaneously in a fast-paced agency environment
  - ◆ Created 150+ websites during my time at ThriveHive
- 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

The Atlantic Intracoastal Waterway, October 2015 - September 2016

**FIRST MATE**

- Took eleven months off my career to fulfill a lifelong dream
- Sailed 1300 km from Lewes, DE to Key West, FL aboard a homebuilt trimaran
- Took an Introduction to JavaScript course through General Assembly to develop professionally

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