

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
- Point of contact for all technical support escalations
- 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
- Implemented SilverCloud's version control process for integrations using GitHub. Created one version of the truth for all integrations
- Consumed new features/ products including open API to provide valuable feedback as voice of customer
- Consumed new features/ products including open API to provide valuable feedback as SilverCloud's customer-centric role
- Manage internal, external, mobile, Facebook and chat integrations for 200+ customers

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
- Revamped existing templates to cut down production time for each new website

Dealer.com, Burlington, VT, June 2014 - October 2015

DIGITAL SPECIALIST

- Main point of contact for all Subaru customers to handle website maintenance
- Created several monthly, slogan style campaign ads for customers

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

GAP YEAR

October 2015 -
September 2016

Sailed 1300 km from
Delaware to Florida

Worked as an Admin
at local Marina during
time in Key West

Took continuing
education courses
including Introduction
to JavaScript