

## 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

Took eleven months  
off my career to fulfill  
a lifelong dream

Sailed 1300 km from  
DE to FL aboard home  
built trimaran