

Kelliann Lafferty

Seattle, WA | 484.885.3296 | lafferty.kelliann@gmail.com | [Github: klaffert](https://github.com/klaffert) | [LinkedIn: kelliann-lafferty](https://www.linkedin.com/in/kelliann-lafferty)

Software Engineer with 2+ years of experience in customer support as Engineering Lead to the Customer Success division of a marketing technology startup. Passionate about empowering users through human-centered applications that both delight and serve a purpose.

PROJECTS

BookFinder | [Github](#)

Allows users to search and view books by title, explore additional details and save to their favorites

- + Built backend using Ruby on Rails server; utilized Google Books API to fetch book data
- + User interface created and styled using ReactJS & Material-UI React to create a clean and calming user experience

Resort Planner | [Github](#)

A vacation planning app that allows users to login to book resorts and activities for a length of time

- + Pair-programmed a RESTful Rails API with CRUD functionality for users to manage their resorts and activities
- + Implemented search functionality that can further filter resort locations with Ruby

Cat Quiz | [Github](#)

Simple trivia game that quizzes players on their feline knowledge and tracks top-scoring players

- + Programmed logic in Ruby to display randomized trivia questions to avoid repeated questions for players
- + Built user interface in vanilla Javascript, with CSS3 for styling

TECHNICAL SKILLS

Ruby on Rails, JavaScript, ReactJS, React-Native, HTML5, CSS3, MySQL, Jira, Google Analytics, Adobe Analytics, Git

EXPERIENCE

Project Untaboo, Inc. | Seattle, WA

December 2019 - Present

Software Engineer

- + Develop mobile-first (iOS/Android) application utilizing React Native, Redux and Typescript aimed at transforming the period care experience through products, location-focused services and community
- + Integrate application to Google Firebase user management to authenticate and securely store users' credentials
- + Collaborate with UI/UX designers and fellow engineers to successfully create and build out application MVP

BrightEdge Technologies, Inc. | Seattle, WA

July 2017 - June 2019

Customer Success Analyst

- + Led weekly triage meetings with Product/Engineering heads to escalate and discuss widespread bugs, product enhancements and feature roadmaps as Engineering Lead to the Customer Success division
- + Managed all technical support requests for 3 global Fortune 500 companies; integrated 3rd party analytic APIs for over 100+ accounts; built and ran custom SQL queries for content optimization projects
- + Supported BrightEdge's 1,300+ global clients with product expertise while consistently achieving 90%+ satisfaction rate week-over-week; awarded *BrightEdge Excellence Award* for playing a critical role within the client success team

University of Washington | Seattle, WA

November 2016 - April 2017

Research Study Assistant

- + Conducted tri-annual follow-up interviews with 300+ patients to understand needs and concerns for recovery; maintained an extensive MS Access database to engage, track and schedule difficult-to-reach participants
- + Balanced a monthly budget of \$7,500 to ensure patients and providers received appropriate compensation for their participation in the research study

EDUCATION

Flatiron School | Seattle, WA

October 2019

- + Full Stack Software Engineering Program

Pennsylvania State University | State College, PA

May 2015

- + BA, Sociology | Minors: Business and Women's Studies