

# Katheryn Satterlee

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Full-Stack Web Developer with a background in customer service, management, project management, and training. Seeking a dynamic, challenging company with which to grow and thrive.

## SKILLS

HTML 5, CSS3, JavaScript, jQuery, ReactJS, NodeJS, ExpressJS, Sequelize, MySQL, MongoDB, Customer Service and Retention, Project management, Management, Training

## EDUCATION

**Georgia Tech** – *Full-Stack Web Development Certificate Program*

AUGUST 2017 – FEBRUARY 2018, ATLANTA GA

## EXPERIENCE

**Georgia Institute of Technology, Savannah GA** – *Web Development Teaching Assistant and Substitute Instructor*

April 2018 – Present

- Support students with a wide range of backgrounds and technical proficiency through an intense and demanding full stack web development course covering html, css, javascript and associated technologies.
- Manage distribution of class materials and curate class repository.
- Assist instructor with time management and teaching strategies.
- Provide encouragement and moral support to students.
- Assist students with classwork, homework, technical issues and career planning.
- Received position due to staff recommendation upon completion of course.

**Trilogy Education Services, Remote** – *Web Development Tutor*

June 2018 – Present

- Tutor students in javascript, css, html and associated technologies.
- Create custom lesson plans tailored to each student's strengths and areas of opportunity.
- Manage scheduling, communication and logistics for tutoring sessions.

### **Rhodes Murphy, Louisville GA** – *Senior Tax Preparer*

JANUARY 2017 – MAY 2018

- Prepared tax returns for a diverse range of clients.
- Assisted owners with day-to-day operation and personnel strategies.
- Provided technical assistance and support to a network of four offices.

### **Ecig.com, Austin TX** – *Customer Service & Retail Store Manager*

AUGUST 2015 – DECEMBER 2016

- Managed scheduling, inventory, training and compliance for retail store.
- Ensured that all customers receive a high level of care and support.
- Assisted with creation of customer support policies and procedures.
- Monitored, coached and supported team of five employees.
- Created new RMA procedure from first customer contact through receiving compensation from distributors.

### **BuildASign, Austin TX** – *Customer Love Team Member*

JULY 2013 – MAY 2015

- Resolved customer pre and post order issues.
- Assisted customers with design and selection of signage.
- Mentored new employees.

### **Idea Incubator, Austin TX** – *Customer Care Team Lead*

JULY 2013 – MAY 2015

- Managed and developed a team of eight customer care representatives.
- Developed and implemented new employee training program.
- Reduced company-wide refund rate by 13%.
- Created and maintained internal and external customer care tools.

### **IASA Global, Austin TX** – *Operations Manager*

AUGUST 2010 – APRIL 2011

- Developed, implemented, and managed customer support strategy.
- Provided internal and external technical support.
- Developed, implemented and managed asset management strategy.
- Acted as web admin for company's multiple websites.

### **Apple, Austin TX** – *Product Support Specialist*

JANUARY 2009 – JULY 2010

- Provided second level technical support to iOS customers.
- Acted in a supervisory capacity to resolve customer complaints and ensure customer satisfaction.
- Routinely led team in Key Performance Indicators.
- Collaborated with engineering team to identify and resolve issues.