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.
* Collaborated with engineering team to identify and resolve issues.