shawna|roberts

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skills

programming

languages - Java, C++, C, ObjC, HTML, CSS, JavaScript

other - object oriented programming, documentation, teaching

communication

teams - project tracking & documentation, synchronous & asynchronous communication, negotiation & conflict resolution

other - customer service, active listening

projects

Front End Developer Nanodegree

Mockup to Website	***April 2015***
	⌨ Project 1
	↗ http://shawnajean.github.io/frontend-nanodegree-project-1/
	skills - HTML, CSS, Bootstrap
Online Resume	***April 2015***
	⌨ Project 2
	↗ http://shawnajean.github.io/frontend-nanodegree-project-2/
	skills - HTML, CSS, JavaScript, jQuery

Other

Resume - PDF to Website	***July 2015***
	⌨ Resume
	↗ http://shawnajean.github.io/resume/
	skills - HTML, CSS, JavaScript, jQuery, Bootstrap

experience

automattic   Remote

dec.2014 - present   ***Happiness Engineer***

- Help 100-300 people use Automattic's products, including WordPress.com, Jetpack, and Gravatar, every week.
- Troubleshoot, investigate, and create detailed bug reports.
- Coordinate in-person projects for 7-10 people.

hampshire college   Amherst, Massachusetts

aug.2012 - feb.2014   ***Telecommunications Technician***

- Assisted Network Engineer in design, construction, and maintenance of campus network and phone infrastructure.
- Oversaw physical network implementation with 3-5 Physical Plant technicians.
- Provided support and troubleshooting for VoIP, POTS, CATV, and network infrastructure.

education

2014 - present	***Front End Developer Nanodegree***
	Udacity
2008 - 2012	***Bachelor of Arts***
	Hampshire College, Amherst MA
Concentration:	communication and team management with case studies in computer science and theater