shawna|roberts

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skills

programming

- Java, C++, C
- ObjC
- HTML, CSS, JavaScript
- object oriented programming
- documentation
- teaching

communication

- Streamlined project tracking & documentation
- Synchronous & asynchronous communication with team
- Negotiation & conflict resolution
- Customer service
- Active listening

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.
- Clearly communicate personal goals to my lead.
- Propose and implement projects related to work or skills development.

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