

shawnajroberts

shawnajroberts.com | hello@shawnajroberts.com

skills

programming

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

management

- Project management (introductory Agile, kanban boards, & Getting Things Done)
- Community management
- Experience with non-traditional hierarchies
- Large group meeting/discussion facilitation

communication

- Group facilitation
- Streamlined project tracking & documentation
- Policy creation & documentation
- Negotiation & conflict resolution
- Customer service
- Active listening.

experience

automatic

dec.2014 - present

Remote

Happiness Engineer

- Help people use Automatic's products, including WordPress.com, Jetpack, and Gravatar.
- Troubleshoot, investigate, and create detailed bug reports.
- Create and edit support documentation.

hampshire college

aug.2012 - feb.2014

Amherst, Massachusetts

Telecommunications Technician

- Assist Network Engineer in design, construction and maintenance of campus network and phone infrastructure.
- Oversee physical network implementation.
- Provide support and troubleshooting for VoIP, POTS, CATV, and network infrastructure.

jan.2012 - may.2012

Student IT Manager

- Supervised student workers.
- Participated in hiring and training of new technicians.
- Coordinated communication between Staff User Support and student workers.
- Provided technical support to student, faculty, and staff members.

education

2014--present

Nanodegree Front End Developer

Udacity

2008--2012

Bachelor of Arts

Hampshire College, Amherst MA

Concentration:

communication and team management with case studies in computer science and theater