

LAURA

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SUMMARY

Ambitious and adaptable software engineer with a diverse background in software development, customer support, and sales. Proven ability to learn new programming languages like Kotlin and PHP on-the-job, and effectively collaborate with teams in Agile environments. Eager to further develop technical skills, contribute to impactful projects, and grow into a mid-level software engineering role. Experienced in both frontend and backend development, with a focus on delivering practical solutions and improving user experiences.

PROFESSIONAL EXPERIENCE

Software Engineer , Fluro

July 2022 – September 2023

- Supported and maintained software systems, while developing new features based on business requirements.
- Played a key role in the successful implementation of a company-wide website rebrand.
- Learned and applied Kotlin and PHP in production, collaborating with technical leadership to propose practical, scalable solutions.
- Paired with other developers to code collaboratively, increasing efficiency and knowledge-sharing across the team.

Customer Support Associate , Comma

December 2021 – May 2022

- Created and managed engineering tickets, acting as a liaison between the engineering team and end-users.
- Delivered technical support via email, phone, and video, improving the customer experience and reducing response times.
- Developed a comprehensive public support materials library, streamlining customer service operations.

Sales Associate , Comma

November 2020 – November 2021

- Managed the full sales cycle from cold outreach to deal closure, contributing to the growth of the customer base.
- Led pilot schemes for early adopters and facilitated CRM system migration to improve sales operations.
- Analyzed and presented sales data, assisting the leadership team in strategic decision-making.

Strategy and Procurement , GSK

June 2018 – June 2019

- Conducted financial analysis and tracked savings opportunities across the supply chain, reporting regularly to senior management.
 - Led internal audits and maintained compliance with Standard Operating Procedures (SOPs) across the department.
 - Supported contract manufacturer change proposals, ensuring financial viability and accurate data storage for procurement processes.
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EDUCATION

Software Engineering Immersive Bootcamp

November 2021 - May 2022

General Assembly (GA)

- Gained expertise in full-stack web development, including HTML, CSS, JavaScript, React.js, Node.js, Express, MongoDB, and SQL.
- Built and deployed full-stack applications, adhering to MVC and REST architecture.
- Practiced Agile development, utilizing Git for version control and team collaboration.

Bachelor of Mathematical Sciences

2016 - 2020

Bath University

- Graduated with 2:2 honors. Developed strong analytical and problem-solving skills applicable to software engineering.

TECHNICAL SKILLS

- **Languages:** Kotlin, JavaScript, PHP, HTML, CSS, Python, SQL
- **Frontend:** React.js, Bootstrap, Netlify, Kotlin, JavaScript, HTML, CSS
- **Backend:** MongoDB, Mongoose, Express, Django, Node.js, Heroku, Python, SQL
- **Other:** Test-Driven Development (TDD), Cypress, Jenkins, Agile, Scrum, Kanban, Pair Coding, Git, GitHub, Problem Solving, Communication

PROJECTS

- **Space Invaders Game:**
 - GitHub Repo: github.com/laura-arch/spaceinvaders
 - Developed a front-end game using HTML, CSS, and JavaScript, applying object-oriented programming techniques.
 - **Walkies:**
 - Backend Repo: github.com/laura-arch/walkies-backend
 - Frontend Repo: github.com/laura-arch/walkies-client
 - Full-stack application built with React.js (frontend) and Node.js/Express (backend), integrating MongoDB and third-party APIs to allow users to connect with each other and arrange meeting up to dog-share.
 - **LSS Calendar:**
 - GitHub Repo: github.com/laura-arch/project-2
 - A Calendar featuring NASA's image of the day from their public API.
 - **Idun-Jord:**
 - Backend Repo: github.com/laura-arch/Idun-Jord
 - Frontend Repo: github.com/laura-arch/Idun-Jord-Frontend
 - A shopkeeper's tool utilizing React and MongoDB for plant shop owners to track and sell stock online.
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