LAUREN POWERS | SOFTWARE ENGINEER

New York, NY | lauren.powers20@gmail.com | (631)827-8415 | LinkedIn/Lauren Powers |
GitHub/Lauren Powers | Portfolio/Lauren Powers

I am a Software Engineer with a passion for creating and building. My 12 years of experience in financial operations and customer service have helped me turn problem-solving and crisis management into everyday practice. My collaborative and determined approach enables me to see challenges as opportunities to learn and grow.

SKILLS

HTML | CSS | JavaScript | Git | GitHub | API | React | Python | Django | Node.js | MongoDB | Mongoose | Express | SQL
Postgres | Flask

PROJECTS

Game of Trivia - GibHub/Live Site - Front end multiple choice game of trivia written in HTML, CSS, and JavaScript. The user will select an answer out of four choices. There are 10 questions, each worth 10 points.

$hill Social Network - Github/Live Site - A social media network for those who want to share their financial goals, give advice, and discuss trends. Acted as SCRUM master collaborating with 10 developers to create a full-stack web application using React, Django, and Python. Utilized GitHub Projects, Canva, and Figma to execute deadlines, wireframing, and team expectations.

Simpsons Quote Generator - Github/Live Site - A Simpsons quote generator to make you feel nostalgic. A responsive web application using React.js. The Simpsons Quote API was implemented to fetch images, quotes, and character names.

PROFESSIONAL EXPERIENCE

General Assembly   New York, NY
Software Engineering Fellow   Sept 2022- Dec 2022
- Built fully responsive front-end web applications using HTML, CSS, JavaScript, React.js, and third party API-integrations.
- Developed full-stack applications and designed REST APIs with full CRUD functionality using React, JavaScript, Node.js, MongoDB, Mongoose, Python, SQL, PeeWee, Flask, and Django.

JP Morgan Chase Bank, N.A.   New York, NY
Assistant Branch Manager- Operations   September 2021- March 2022
Lead Associate Operations   June 2018 - September 2021
Personal Banker   August 2010 - June 2018
- Managed, trained, and mentored 15+ employees on standard operating procedures, which led to high annual branch review scores.
- Led and developed branch staff to create an excellent customer experience resulting in increased overall satisfaction survey scores by 10%-15%.
- Educated clients to increase the usage of technology self-service options such as Chase Mobile App, Chase.com, and ATMs exceeding branch score-card metrics.
- Scored 97%+ on three annual branch audits resulting in increased branch peer ranking.
- Provided leadership, feedback, and coaching on employee performance increasing branch review scores by up to 20% annually.
- Collaborated with the Branch Manager to direct sales and all aspects of branch operation, including loss control, compliance, customer retention, and audit standards.

EDUCATION

General Assembly New York, NY - *Software Engineering Immersive Certificate | 2022*
State University of New York - College at Purchase - Purchase, NY - *Bachelor of the Arts - Liberal Arts and Sciences/Liberal Studies - The Arts*