Leilah Lopez

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Professional Summary

Bilingual (English/Spanish) Software Developer with 4+ years of experience building, debugging, and supporting full-stack applications using C#, .NET Core, JavaScript frameworks, and RESTful web services. Proven ability to develop projects from scratch, refactor inefficient code, and diagnose production issues across development and production environments. Experienced with SQL databases, CI/CD pipelines, cloud-based deployments, and Agile SDLC practices.

Work Experience

IT Help Desk Specialist — Internal Software Engineer
Greenwood Community School Corporation | Greenwood, IN
03/2024 – Present

- Delivered Tier 1–2 technical support in a large K–12 environment while maintaining strong customer-service standards and identifying opportunities to improve internal workflows.
- Designed and developed production-ready internal software solutions with minimal supervision, improving internal workflow efficiency and reducing manual processes for IT staff.
- Implemented RESTful backend services, data models, and full-stack features using **TypeScript (NestJS)** with a **React** frontend and **SQL/MariaDB** database, including authentication, role-based access control, and environment configuration.
- Debugged and supported production systems, optimized database queries and analyzed application performance to diagnose slowness, refactored code for performance and maintainability, maintained technical documentation, and collaborated with the tech department to translate business needs into user stories and acceptance criteria.

  Selected Projects:
    - *AlfredDB* - Designed and developed reusable components and backend services for an internal full-stack claims management and asset-tracking application supporting device repair, notifications, and administrative workflows for district IT staff and administrators.

  Key Technologies: Node.js, TypeScript, NestJS, React, SQL/MariaDB, REST APIs, Role-Based Access Control, Azure DevOps, Git, Docker, PowerSchool SIS, LDAP, Active Directory, Jest, MUI

Freelance Web Developer / Web Development Consultant
Self-Employed | Remote
09/2022 – Present

- Designed and developed custom websites for small businesses and professional clients, translating brand and business requirements into functional, user-friendly web solutions.
- Built responsive, production-ready sites using modern web technologies (HTML, CSS, JavaScript, React where applicable), with a focus on performance, accessibility, and maintainability.
- Managed projects end-to-end, including client communication, requirements gathering, development, deployment, and post-launch updates.
- Maintained source control and documentation, including a publicly available GitHub repository for select projects.

  Selected Projects:
    - *Tectonic Tourist* - Custom website for a Chicago-based touring equipment rental business
    - *Sharon Weyser* - Professional portfolio website for a classical musician and educator (public GitHub repository)

  Key Technologies: HTML, SCSS, JavaScript, TypeScript (client-facing web development)

Software Developer
Mannacor LLC IT Consulting Firm
100% Remote
03/2022 – 08/2022

- Developed and maintained front-end UI components using **Angular, JavaScript, and C#**, contributing to enterprise applications delivered to stakeholders.
- Collaborated with a fully remote, international Agile team, participating in daily Scrum meetings and sprint planning to deliver features aligned with user stories and acceptance criteria.
- Resolved assigned tickets in **Azure DevOps**, debugging issues, implementing enhancements, and ensuring code met functional and quality requirements before QA handoff.
- Applied strong time-management and self-direction skills to meet sprint commitments in a remote consulting environment, balancing multiple priorities and deadlines.

    Key Technologies: Angular, JavaScript, C#, Azure DevOps, Git

Education

Certification in Software Development
Eleven Fifty Academy – Indianapolis, IN
05/2021 – 11/2021

B.A. in Music Education
University of Indianapolis – Indianapolis, IN
01/2012 – 08/2015

Business Administration (Courses)
Western Governor's University – Indianapolis, IN
01/2010 – 12/2011
- Courses: Organizational Behavior, Principles of Management

Certifications

- Microsoft Technology Associate: Software Development Fundamentals – Microsoft (2021)
- Meta Front-End Developer Professional Certificate (2023)
- Scrum Foundations Professional Certification – CertiProf (2023)
- Scrum Master Certification by LearnQuest - Coursera (2023)

Technical Skills & Competencies

- **Languages & Frameworks:** JavaScript, TypeScript, Node.js, React, NestJS, Angular, C#, SQL
- **APIs, DevOps & Tooling:** RESTful APIs, JSON, Azure DevOps, GitHub, Docker, CI/CD pipelines, Agile/Scrum, Kanban, Miro, Slack
- **Systems, Platforms & Identity:** Windows services, Microsoft 365, PowerSchool SIS, Infosnap, Active Directory, LDAP, Role-Based Access Control (RBAC), Google Admin, Cisco, SQL Studio
- **Databases:** SQL (MariaDB/MySQL), exposure to NoSQL concepts
- **Infrastructure & Support:** Wi-Fi, system updates, security compliance, IT asset lifecycle management, SolarWinds ticketing, hardware/software troubleshooting, employee onboarding & offboarding
- **Testing & Collaboration:** Jest, API testing, problem solving, collaboration, leadership, customer-focused communication, bilingual (English/Spanish)

Awards

- Employee of the Week – Greenwood Community Schools (May 2025)
- $10,000 CARES Act Grant – Indiana DWD / Eleven Fifty Academy (2021)
- International Arts & Travel Full Scholarship Award (London & Vienna) - University of Indianapolis (2014)
- Full scholarship for all 4 years of undergraduate studies