

# LAURALYN WATSON · Software Engineer

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## SUMMARY

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An empathetic and detail-oriented software engineer with 10+ years of experience in customer service in the health care industry looking to continue helping others through problem-solving and building seamless user experiences. Interested in joining an innovative, mission-driven, and inclusive team.

## SKILLS

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|--------------|---------------------|----------------|--------------|
| • JavaScript | • Tailwind CSS      | • RESTful APIs | • HTML/CSS   |
| • React      | • Web Accessibility | • Mocha/Chai   | • UI/UX      |
| • TypeScript | • VSCode/Atom       | • Cypress      | • Git/GitHub |

## SOFTWARE PROJECTS

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**AMA AI** | Independent Project | [Deployed Site](#) | [GitHub Repo](#)

- Leveraged the OpenAI API to replicate a text-based version of Siri or Alexa in a single-page application (SPA).
- Designed an inclusive, responsive, and clean user experience; utilized a CSS framework.
- **Technologies:** React, Javascript, HTML, CSS, Material UI, Tailwind CSS

**Recip-Eco** | Group Project | [Deployed Site](#) | [GitHub Repo](#)

- A food-sustainable React and TypeScript application built using agile methodologies in a ten-day sprint.
- Collaborated on project management tools such as GitHub Projects and implemented End-to-End (E2E) testing.
- **Technologies:** TypeScript, React, React Router, Javascript, HTML, CSS, SCSS/SASS, Cypress

**Rancid Tomatillos** | Paired Project | [Deployed Site](#) | [GitHub Repo](#)

- Inspired by Rotten Tomatoes, this React application consumes a REST API to display movie data.
- Implemented React Router to mimic a multi-page application and performed E2E testing via Cypress.
- **Technologies:** React, React Router, Javascript, HTML, CSS, Cypress

## EXPERIENCE

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**NYP Weill Cornell Hospital, Patient Experience Account Rep.**, New York, NY Nov 2018 – Oct 2021

- Effectively resolved patient-related conflicts; documented any lessons learned and shared with the team
- Documented issues found in software applications with descriptions and recommended solutions
- Consistently exceeded baseline metrics used to measure team member productivity

**NYP Lawrence Hospital, Customer Support Representative**, Bronxville, NY Apr 2011 - Nov 2018

- Provided appropriate solutions to customer complaints; followed up to ensure a satisfactory resolution
- Leveraged knowledge of hospital systems to provide accurate information to patients and hospital personnel
- Promptly and correctly responded to critical emergency codes for the hospital

## EDUCATION

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**Turing School of Software and Design**, Denver, CO June 2022  
Frontend Software Engineering Certificate (ACCET)

**SUNY Westchester Community College**, Valhalla, NY April 2014  
Associate of Applied Science in Nursing (AASN)

**University at Albany, State University of New York**, Albany, NY May 2010  
Bachelor of Arts in History, Minor in Business (BA)