

# LILY LANGERUD

Phone: (612)-964-0856 | Email: Lily.Langerud@gmail.com | Minneapolis, MN

LinkedIn: <https://www.linkedin.com/in/lily-langerud>

Portfolio: <https://langerud.github.io/portfolio>

GitHub: <https://github.com/langerud>

Full-stack web developer leveraging background in customer communication to create user-friendly applications and easy to understand documentation. Earned a certificate in Full Stack Web Development from the University of Minnesota Coding Boot Camp. Innovative problem-solver who is passionate about clear communication and cultivating understanding. Strengths in creativity, teamwork, and building projects from ideation to execution.

## TECHNICAL SKILLS

JavaScript, CSS, HTML, SQL, NoSQL, GitHub, MongoDB, Sequelize, Express, React, Node, Handlebars, jQuery, Bootstrap, Bulma, Tailwind.

## RELEVANT EXPERIENCE

**Full Stack Bootcamp**  
**University of Minnesota**

**Oct 2022-Apr 2023**  
**Minneapolis, MN**

**Houndr** | [github.com/langerud/Houndr](https://github.com/langerud/Houndr) | [Houndr.herokuapp.com](https://houndr.herokuapp.com)

- Summary: An app for dog owners to set up playdates for their dogs
- Tools: MongoDB, React, Express, Node, Tailwind, DaisyUI

**Did I Need That** | [github.com/langerud/did-i-need-that](https://github.com/langerud/did-i-need-that) | [did-i-need-that.herokuapp.com](https://did-i-need-that.herokuapp.com)

- Summary: An app to log your purchases and track your spending/usage
- Tools: HTML, CSS, JavaScript, Bootstrap, Handlebars, Express, Sequelize, Nodemailer

**Mortgage Loan Processor**  
**U.S. Bank**

**Jan 2021-Sep 2022**  
**Minneapolis, MN**

Analyzed loan files to ensure compliance with program documentation. Interpreted complex credit underwriting decisions and provided explanations to borrowers via phone and email.

Key Accomplishments:

- Developed a follow-up email template leading to an immediate increase in customer satisfaction survey scores.
- Collaborated with all stakeholders to successfully meet or beat loan closing dates.
- Onboarded as a fully remote employee and worked with limited supervision.

**Wells Fargo Home Mortgage  
Mortgage Loan Processor**

**Oct 2015-Nov 2019  
Minneapolis, MN**

Reviewed loan applications for conventional and government loans nationwide. Ensured compliance with applicable local, state and federal guidelines.

Key Accomplishments:

- Ranked in the top tenth percentile for quality of files and customer communication.
- Participated in process improvement meetings as directed by upper management.
- Closed over 30 loans/month.

**Wells Fargo Business Payroll Services  
Executive Account Manager**

**Nov 2013-Oct 2015  
Bloomington, MN**

Managed accounts for high value clients. Performed technical troubleshooting for payroll software in a SaaS environment. Assisted in importing data and record maintenance.

Key Accomplishments:

- Trained new hires.
- Collaborated with onsite Technical Writer to identify gaps/errors in documentation.
- Identified gaps in customer communication proactively to avoid negative customer experience and worked across multiple departments to resolve issues.

## **EDUCATION**

**Certificate in Full Stack Web Development**

University of Minnesota - Twin Cities

**Minneapolis, MN**

**Bachelor of Arts in Journalism, English**

University of Minnesota - Twin Cities

**Minneapolis, MN**