LILY LANGERUD

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Portfolio: https://llangerud.github.io/portfoliopage
GitHub: https://github.com/llangerud

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   **Oct 2022-Apr 2023**
University of Minnesota   **Minneapolis, MN**

Houndr | **github.com/llangerud/Houndr** | **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/llangerud/did-i-need-that** | **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   **Jan 2021-Sep 2022**
U.S. Bank   **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   **Oct 2015-Nov 2019**
Mortgage Loan Processor   **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   **Nov 2013-Oct 2015**
Executive Account Manager   **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**