

Laurette Siler

Software Developer

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Experience

Sr. Associate - CX Tech *Blue Apron* May 2017 - October 2017

- Created and maintained a system for cataloging frontend and backend bugs based on both the Engineering and CX Departments' SLAs.
- Single-handedly researched and implemented 3 training tools on Blue Apron's backend that are currently used by the nation-wide CX team:
 - A handbook on coupon/discount logic. Explained Ruby class dependencies in layman's terms for the national CX team.
 - A research-based glossary for manual and systemic changes to customers' accounts as reflected on the backend, making it easier for CX associates to understand the materials presented in Blue Apron training and practice.
 - A handbook on the beta program for increased flexibility in meal choice released in early 2017. Ran multiple workshops regarding changes to the backend.

CX Associate *Blue Apron* August 2016 - May 2017

- Responded to 90+ customer' emails, phone calls, and chat messages per day in a fast-paced, startup environment.
- Recruited to the **Social Media** team in November 2016. Responded to customers' concerns via Facebook and Twitter. Trained new associates on Blue Apron's specific social tone.

Skills

Ruby, Ruby on Rails, RSpec, JavaScript, jQuery, React, Redux, SQL, Git, HTML5, CSS3, Jira, Asana

Education

App Academy, 2018

1000 hour coding intensive program, <3% acceptance rate
Focus on Full Stack development using Rails and React/Redux

Bennington College, 2014

BA - Anthropology - 3.53 GPA
Thesis topic: Youth Identity and Musical Communication in the South Bronx

School for International Training (SIT)

September 2012 - December 2012

Coursework and ethnographic research projects in Peru; gained working knowledge of Spanish

Projects

Slide

[Live](#) | [Github](#)

A messaging app inspired by Slack built with Ruby on Rails, React, Redux, and Websockets/Action Cable.

- Users maintain access to their direct messages, since direct messages are fetched by their unique title (including all participants) from the backend
- Includes a GIPHY API shortcut available in any message input, so that users can send their friends gifs using any search term
- Uses an emoji decoding library to display emoji messaging and preserve chosen emojis in the backend
- Ensures user and database security via end-to-end authentication using password encryption and validations

SpaceAlone

[Live](#) | [Github](#)

An arcade game in which the player controls a spaceship by responding to directives for points, built with JavaScript, HTML5, and CSS3.

- Players can choose their level of difficulty before each game allowing for a more customizable experience.
- A randomized directive generator turns on event listeners on only the target controls.
- If a directive is completed in time, additional directives are provided to promote game responsiveness.
- Though randomized, the generator is aware of default settings on controls, as well as which other variations are allowed per each control.

strawberryDOM

[Live](#) | [Github](#)

A DOM manipulation library built with JavaScript and XML..

- Users can:
 - Create or remove HTML elements from the DOM.
 - Toggle classes
 - Access parents or children of a given element
 - Create or remove event listeners
 - Send ajax-equivalent requests
- Searched elements will be returned in the form of a node list for cleaner accessibility
- A simple dog adoption web app demonstrates the power and accuracy of the library