

Madison Federin-Easley

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Portfolio: <http://madfedeeas.me>

Skills

- Programming proficiency with HTML, CSS, JSON, and JavaScript; currently expanding my knowledge of JS frameworks React.JS and Vue, Bootstrap CSS, jQuery, Git, WordPress, and PHP.
- Strong experience with G Suite and Microsoft Office, including Word, Excel, PowerPoint, and Outlook, as well as QuickBooks.
- Excellent troubleshooting skills with experience in technical support of web-based devices, interpretation of technical reports, conflict resolution, and more.

Education

Front End Web Development Certificate

University of California San Diego Extension Program
June 2020 – March 2021
4.0 overall GPA

Bachelor of Science

University of California San Diego
Major in Cognitive Science, specializing in Neuroscience, Minor in General Biology
Fall 2011 - Winter 2015
Graduated Summa Cum Laude, 3.94 overall GPA

Work Experience

- **Technical Report Writer II** VERT Environmental, June 2018 – June 2020
 - Analyzed and compiled data from field technicians into finalized reports for Asbestos and lead testing to comply with federal and state regulations.
 - Analyzed and compiled lab results into finalized reports for mold and bacteria testing to comply with industry standards.
 - Maintained communication with clients and field technicians to assist with the interpretation of results and recommendations for remediation.
 - Created and delivered invoices to clients and insurance companies after collecting required billing information from third party companies.
 - Maintained multiple spreadsheets and scorecards for the 15-30 projects received each day.
 - Created standard operating procedures (SOP's) for the technical report writing department.
- **Licensing/Royalty Reporting Coordinator, Accounts Receivable, Order Entry** Mascot Factory, April 2017 – June 2018
 - Maintained active spreadsheet of the company's licenses with colleges and sports teams and completed applications for new client licenses.
 - Compiled and submitted monthly reports of royalties owed to colleges and sports teams.
 - Performed day-to-day financial transactions and reconciled accounts receivable ledger.
 - Confirmed and accurately entered purchase orders and generated invoices for major clients.
- **Senior Customer Happiness Specialist** CleverPet, March 2016 – January 2017

- Provided technical support and troubleshooting of web-connected device and app to customers.
- Established and documented company-wide troubleshooting procedures used to create support pages for use of the product.
- Participated in weekly sprints and scrum meetings with team members focusing on technical issues.
- Presented qualitative data and visual media at weekly meetings from correspondence with beta testers.
- Submitted shipping information for domestic and international orders while maintaining records of pre-ordered products and scheduling their shipment dates.
- **Staffing Coordinator** Advantage On Call, LLC, July 2015 – March 2016
 - Created and managed schedules and coordinated timecards for a staff of over 30 Certified Nursing Assistants around the country.
 - Cataloged and submitted the medical documents, certifications, and security documents for employees working at a government facility.
 - Communicated with medical facilities on the compliance, availability, and accountability of our staff.
- **Research Assistant** UCSD Language and Cognition Lab, 2013-2015

Laboratory focus: Human speech modulation in the presence of multifaceted distraction

 - Conducted trials utilizing an immersive driving simulator and supervised lab subjects in psycholinguistic experiments.
 - Contributed to the design of a new cognitive science experiment.
 - Recorded trial participants with Audacity and transcribed entire dialogue.
 - Researched technical articles and analyzed project design with the laboratory staff.