# Marissa Ellingson

St. Paul, MN

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## SUMMARY

I am a full stack web developer who has a passion for learning new technologies. With over four years working in the software industry in customer service and technical communication roles, I bring a diverse perspective and unique set of skills. I thrive in fast-paced, collaborative environments, where I am adept at building relationships and delivering quality results.

## TECHNICAL SKILLS

**Programming Languages**: HTML5, CSS, JavaScript

**Databases**: MongoDB, mySQL

**Technologies**: React.js, Node.js, Express.js, Handlebars.js, jQuery, Mongoose, Sequelize, APIs, Ajax,

Materialize, Flexbox, Bootstrap

**Tools**: Git, Visual Studio, Perforce, Command Line, Atlassian Jira, Adobe Creative Suite

**Methodologies**: Agile, Kanban

## PROFESSIONAL EXPERIENCE

**Delkor Systems**                                                                    Arden Hills, MN

Technical Publications Developer                                    September 2017 - April 2018

- Created and edited content for packaging machinery manuals
- Developed training materials for operator and maintenance personnel
- Worked across functions to ensure high quality and accurate information
- Gained expertise in working with Adobe InDesign, and Framemaker
- Assisted with designing the UI for a new HMI to be used with FANUC Robotics

**Avionté Staffing Software**                                                      Eagan, MN

Technical Writer                                                              March 2016 - August 2017

- Worked as part of a development team to write content for digital products in Agile environment
- Completed specialized documentation projects in scope and on time
- Managed content in HTML web-based knowledge bases, Confluence and Zendesk
- Created UML diagrams to convey systematic data processes in Lucidchart
- Collaborated and maintained relationships with subject matter experts across the organization
- Managed tasks in Atlassian Jira
- Assisted with QA and Testing products prior to software release

**Cummins Power Generation**                                                Fridley, MN

Technical Writer                                                              January 2015 - February 2016

Technical Writer Intern                                                    May 2014 - August 2014

- Created and revised service, operator, parts and installation manuals for generators
- Developed and documented global processes for completing large-scale projects
- Formatted and edited CAD drawings for use in manuals
- Collaborated with engineers and subject matter experts to ensure accuracy of information
- Gained expertise in working with Adobe Illustrator and CorelDRAW
- Managed content in DocZone, a single-source XML based content management system

**SPS Commerce**                                     Minneapolis, MN
Customer Operations Analyst                          July 2012 - July 2013
- Provided technical support for customers via phone, email and online chat
- Developed internal and customer facing training materials for the company website
- Appointed Mac and PC Technical Subject Matter Expert on a team of 30 people
- Manually updated SQL databases to ensure accuracy of information

**Apple Inc.**                                       Roseville, MN
Specialist                                           October 2011 - June 2012
- Assessed customer needs to provide personalized technology solutions
- Demonstrated excellent multi-tasking skills in a fast-paced environment
- Certified as a technician for mobile devices such as iPhones, iPads and iPods
- Facilitated workshops on Apple products and services

## EDUCATION

**University of Minnesota**, Minneapolis, MN          Graduation: August 2018
Certification: Full Stack Developer

**University of Minnesota**, Minneapolis, MN          Graduation: December 2014
Master of Science: Scientific and Technical Communication          GPA: 3.67 / 4.0
Concentration: Human Factors

**University of St. Thomas**, St. Paul, MN            Graduation: May 2011, Magna Cum Laude
Bachelor of Arts: English, Art History               GPA: 3.75 / 4.0

## PROJECT EXPERIENCE

**Frankly**                          https://violetproject.herokuapp.com/index.html
**Technologies Used:** HTML, CSS, Javascript, APIs
Frankly is a web application that uses the IBM Watson Tone Analyzer and TwinWord APIs to detect overall the overall sentiment and jargon texts.
**Contributions**: I researched and selected the APIs, set up the APIs to work within the application, tested the APIs, served as Project Manager and created developer documentation.

**White Board Studio**                          http://whiteboardstudio.herokuapp.com/
**Technologies Used:** Flexbox, Canvas, P5.js, HTML, CSS, Javascript, AddThis
White Board Studio is a collaborative drawing web application. Users can make their drawings public or private and share them with others. Many users can draw on the board in real time.
**Contributions**: I designed the UI and coded the HTML, CSS and Javascript used for the sliding menu and forms. I researched and implemented the AddThis buttons to easily share boards and track analytics.

**Stranger Friends**                          https://strangerfriends.herokuapp.com/
**Technologies Used:** Node.js, Express, HTML, CSS, Bootstrap, jQuery, APIs
Stranger Friends is a Node.js web application based on 'Stranger Things.' Users fill out a survey and based on their answers, are matched with a character.

**Clicky-Game**                          https://maellingson.github.io/Clicky-Game/
**Technologies Used:** React.js, HTML, CSS
Clicky-Game is a memory game based on 'Bob's Burgers.' Users must click on each character only once to with the game. The placement of the characters shuffles with each click.