

# Melissa Terry

(805) 698-6349 | mkayeterry@gmail.com  
<https://linkedin.com/in/melissakayeterry/>

*Detail-oriented and technically adept professional with a strong background in software development and customer-facing roles. Proven experience in troubleshooting, technical support, and client communication, with a knack for learning and applying new technologies to address customer needs. Eager to leverage both technical and customer service experience to excel in my next role.*

---

## EDUCATION

- **University of California, Santa Barbara**
  - Bachelor of Science in Biochemistry-Molecular Biology, Aug. 2023

---

## WORK EXPERIENCE

**Associate Technical Account Manager, Yardi - Santa Barbara, CA (hybrid)** Oct 2024 - Mar 2025 (leaving due to relocation)

- Served as the primary technical point of contact for clients, demonstrating a thorough understanding of the software and ensuring clients adhered to best practices while enhancing their technical proficiency.
- Resolved complex technical issues by leveraging SQL experience to troubleshoot and diagnose software errors, escalating to internal teams when necessary, and ensuring timely resolution and customer satisfaction.
- Efficiently processed and resolved customer cases through CRM platform, consistently achieving team performance metrics while managing a high-volume caseload.

**Technical Writer - Contract, Vested Exchange - Santa Barbara, CA (remote)** Jun 2024 - Jul 2024

- Created clear and detailed marketing content for data warehousing website, translating complex technical concepts into user-friendly language, enhancing client understanding and supporting software implementations.

**Software Developer - Contract, Plumarea Imaging LLC - Santa Barbara, CA (remote)** Mar 2024 - May 2024

- Developed a Python web server for real-time video streaming, reducing latency from 5 seconds to less than 1 second, showcasing strong problem-solving skills and technical troubleshooting capabilities.
- Utilized JavaScript to enhance interactive features on desktop and mobile devices, demonstrating ability to address and resolve technical challenges efficiently.

**Logistics Specialist, Nomad Goods - Santa Barbara, CA** Jul 2018 - Dec 2019

- Managed daily operations and streamlined processes with ShipStation software for accurate and timely shipment processing, reflecting strong organizational and team communication skills.
- Coordinated a team of 5, training and delegating tasks for efficient order processing and accurate shipments.

**Camp Manager/Instructor, Santa Barbara Gymnastics Club LLC - Santa Barbara, CA** Nov 2014 - Dec 2016

- Efficiently managed payment tracking for ~100 client accounts using Excel, ensuring accurate records.
- Led engaging gymnastics classes for 15 children per class, fostering a safe learning environment.

---

## SKILLS

- Proficient in: SQL, Python, JavaScript, MATLAB
- Experienced in Git and version control systems
- Problem Solving and Issue Resolution
- Technical Documentation Writing
- Troubleshooting and Technical Support

---

## PROJECTS

**USDA Food Data Central Processing**, <https://github.com/mkayeterry/usda-fdc-data>

**Visual Sports Intelligence (Front End Design)**, <https://www.visinai.com/>

**recipe-urls**, <https://github.com/mkayeterry/recipe-urls>

Python  
JavaScript  
Python