

Melissa Terry

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Detail-oriented and technically adept professional with a strong background in software development and customer-facing roles. Proven problem-solving skills and experience in troubleshooting, technical support, and client communication. Eager to leverage technical skills 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*
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WORK EXPERIENCE

- Associate Technical Account Manager, Yardi Systems - Santa Barbara, CA (hybrid)** *Oct 2024 - Current*
- Served as the primary technical point of contact for clients, demonstrating a thorough understanding of 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 while 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.
 - Rapidly adapted to unfamiliar technical domains, conducting in-depth research and collaborating with subject matter experts to produce accurate and engaging documentation.
- 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 under 1 second by optimizing frame handling and removing unnecessary encoding.
 - Implemented a responsive user interface with JavaScript, ensuring functionality across desktop and mobile devices.
- 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.
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SKILLS

- Proficient in: SQL, Python, JavaScript, MATLAB
 - Experience with: React, Tailwind, Vite
 - Git and Version Control
 - Technical Writing and Documentation
 - Troubleshooting and Technical Support
 - Problem Solving and Issue Resolution
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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