

# Rachel Cilla

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I am a JavaScript web developer skilled in AI quality assurance with a background in digital art and design who is looking to join a team for web solution development. I am seeking opportunities for professional growth and skill development, particularly in integrating machine learning algorithms into web applications.

## TECHNICAL SKILLS

- JavaScript, HTML, CSS
- React
- AI quality assurance/testing
- API Development & Integration
- Database Management
- Version Control (Git)
- Responsive Design
- Debugging & Troubleshooting
- Testing & QA
- Scrum/Agile methods

## WORK EXPERIENCE

### AI Coding Trainer & Quality Assurance Specialist

Jul 2023 - Present

*Scale AI*

- Contributed to the training of AI systems for coding tasks, ensuring outputs were accurate and consistent with security and malware best practices.
- Acted as a bridge between the development team and training team, providing insights on AI system behavior, suggesting tweaks, and relaying requirements for optimal system performance.
- Supervised and evaluated the performance of peer trainers, conducting reviews and providing feedback to ensure adherence to client-specific guidelines for quality, accuracy, and compliance.

### Web Developer

Jan 2023 - July 2023

*Freelance*

- Designed and created static websites with visually compelling interfaces and a focus on user interaction, while also incorporating SEO strategies for enhanced search engine rankings and visibility.
- Experienced with core elements of project management and client stakeholder engagement from intake of client requirements, translating client requirements into functional web solutions, and delivering against planned project milestones and timelines.

### Office Manager

Jun 2022 - Nov 2022

*Thriving Center of Psychology*

- Served as the linchpin for operational and client relations activities, managing both technical and administrative aspects to ensure effective service delivery and client satisfaction.
- Implemented new systems and processes, liaising with senior management and business owners to report on and address service quality levels, risks, and issues.
- Responsible for overseeing client relationship management, which included managing client intake channels, standard operating procedures, service level agreements, and escalations.

#### **Assistant Manager**

Oct 2021 - Jun 2022

*Bright Spot/ Sensory KIDS Occupational and Pediatric Therapy*

- Served as the primary point of contact for customer complaints and inquiries, while also assisting in the management of a team of over 15 employees.
- Led the redesign of client database systems and processes through to implementation and then monitoring data accuracy integrity, and performance against service level agreements.
- Streamlined operations through implementing innovative tech solutions and improved communication strategies and channels.

#### **Research Assistant**

Aug 2019 - Feb 2020

*Duke University*

- Completed an award-winning thesis paper on Ancient Greek, Latin, and Biblical Hebrew inscriptions, demonstrating excellence in analytical and research capabilities.
- Experienced with presenting research findings and complex concepts at three conferences to an academic audience

### **EDUCATION**

#### **Bachelor of the Arts Degree in Classical Studies**

2015-2019

*University of Wisconsin, Wisconsin*

#### **Full Stack Web Development Bootcamp**

2022

*Career Foundry*