



SAMANTHA T COOKS

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S O C I A L

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P R O F I L E

Civil engineer turned software support engineer with a thirst for challenge and consistent learning in the workplace. Pursuing new opportunities on the Product Support Team of an organization that is inclusive, with a interesting product.

E D U C A T I O N

- 2017 **Web Development**
Dev Bootcamp NYC
- 2012 **B.S, Civil Engineering**
Clemson University

S K I L L S

- Programming Languages
- Ruby
- Javascript
- bash

- Web Development
- HTML
- CSS
- SQL
- jQuery
- APIs

- Technologies
- Ruby on Rails
- Sinatra
- React Native
- React

- Databases & Tools
- .git
- Chrome Dev Tools
- Zendesk
- SQLite 3
- Heroku
- JIRA
- Activerecord

P R O J E C T S

Click the project title for link.

Personal Site

- One-page site that showcases my work and history

BudgetGURU Mobile App

- iOS and Andriod app that allows user to manage personal finances with ease

MadLab Tracker App

- Ruby on rails app that tracks users lab experiments and proposals.

Simple Javascript Race Game

- Interactive app where two users can race each other to finish.

WeGo Mobile App (work in progress)

- Social events app where user swipes to be matched with event & attendees

P R O F E S S I O N A L E X P E R I E N C E

Product Support Specialist Brandwatch November 2017 - Present

- Maintain a 97% satisfaction score on Zendesk while responding to internal & external customer requests and requirements within SLA
- Assist clients with writing API Calls and Boolean Queries for data collection from the company platform
- Diagnose and report bugs to the development team, using Chrome Dev Tools, BrowserStack, and Logstash
- Develop custom reports from the database using SQL
- Contribute to updating training and support documentation for company product

Project Controls Manager Charah Inc. May 2015 - May 2017

- Manage 3-5 construction projects ranging from \$1million to \$75million of costs a year
- Maintain overall project document management including contracts/POs, change orders, and productions logs
- Implement new budget tracking sheet saving \$125k/month on \$75million ash remediation project
- Provide job cost training to new and existing branch personnel
- Monitor and input daily project production progress, including labor and equipment hours, loaded ash, and subcontractor status