Sarah Floyd

Technical Support Engineer | Software Developer

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Open to relocate
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PROFESSIONAL EXPERIENCE

UtilityAPI — *Technical Support Engineer*

August 2023 - December 2023

Provided prompt and efficient customer support by addressing inquiries and resolving technical issues related to UtilityAPI's platform

Diagnosed and debugged software problems while leveraging tools like Jira to track and document the issue resolution process

Collaborated closely with cross-functional teams, liaising with engineering and development departments to escalate and resolve complex technical challenges

Created and updated technical documentation to assist customers in independent issue resolution and enhance platform understanding

Gathered and analyzed customer feedback, contributing insights to drive product enhancements and improvements

SOFTWARE DEVELOPMENT PROJECTS

Pupdate — Javascript, Node.js, React, MongoDB, Docker   2023

gitlab.com/sarahmfloyd/pupdate | pupdates.onrender.com

Created a social networking app specifically for dog owners by utilizing a customized matching algorithm that leverages search functionalities

Integrated the Yelp API with websockets to enable users to share recommendations for dog-friendly locations, promoting local businesses and enhancing user engagement.

Animob — Python, FastAPI, React, MongoDB, Docker   2022

gitlab.com/sarahmfloyd/animob

Designed and developed a full-stack application to efficiently track and manage entertainment data using the FastAPI framework, RESTful architecture, and Docker microservices

Utilized agile methodologies to promote teamwork and improve project outcomes, including two week sprint planning and daily stand-up

Integrated a third-party API for data sourcing, optimizing data management processes. Implemented MongoDB for efficient data storage and retrieval

TECHNICAL SKILLS

Programming: Python 3, Javascript, HTML 5, CSS, JSX

System Design: Monoliths, Microservices, Domain-Driven Design, Docker, RabbitMQ, PubSub, Selenium

Back-End: Django 4, PostgreSQL, MongoDB, RESTful API, FastAPI, Node.js, Express.js

Front-End: React, Redux, Websockets

Technical Tools: Jira, Zendesk, GitHub,

EDUCATION

Galvanize Hack Reactor, *Computer Software Engineering* November 2022–March 2023

Wingate University, B.S. in Psychology and Biology August 2016 - December 2019