SARAH LEONE

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in /sarah-leone/
sarleone

I'm an empathetic, creative, passionate human dedicated to raising the bar on user experience and customer service. I thrive best in an environment where I can help others make progress on their challenges and goals. I'm seeking a next opportunity where I can take my expertise and experience to improve business operations and processes.

Skills

FRONT END
HTML
CSS
Bootstrap
JavaScript
Express
jQuery

BACK END
Java
Python
MongoDB
Django
Node
React
MySQL

INTERPERSONAL
Excellent communicator
Grit-ful
Motivated
Patient and Empathetic
Positive thinker

Education

Northwestern University School of Professional Studies
Certificate Full Stack Web Development 2018

Duke University
Certificate Java Programming and Software Engineering Fundamentals
Specialization 2017

University of Illinois Urbana-Champaign
BA Spanish 2006

University of Barcelona
Academic Year Abroad Spanish 2005

Employment

SpotHero
Customer Hero

Chicago, IL
Apr 2017 to Current

Problem solve a wide range of customer challenges with empathy and efficiency; highest overall performing hero for the month of November and consistent high QA performance for persona throughout career. Challenges include navigating customers to our locations, walking someone through editing, cancelling, or updating account information in the app or website, and providing the redemption instructions. Participant in the mentorship program, meeting weekly with Senior Engineer, Ashley Kasza.

Northwestern University Center for Talent Development
Instructor, Substitute Instructor, Teaching Assistant

Evanston, IL
Oct 2017 to Aug 2018

Worked the fall, winter, spring and summer programs teaching students ranging from 4th-8th grade computer programming using Java, C++, HTML and CSS, and Python respectively.

Projects

Knowledge is Sexy
Apr 2018 to Current

Currently working on the backend on a team of four with another backend developer and two front end developers to build an app that connects common sexual health questions to answers from medical professionals. Using MongoDB, Express, React, and Node.js to build app.

Represent!
Jan 2018 to Feb 2018

Worked on the backend, specifically with the APIs, with another backend developer and two front end developers on app that can find local to federal elected representatives based off of your zip code. Technologies used include jQuery, AJAX and Firebase.

Awards

California State Legislature ·
California State Legislature Certificate of Recognition

May 2013

Workshop Presenter on Soil and Urban Farming to the 19th Annual Adelante Mujer Latina Conference