

# SURRY MOWERY

Seattle, WA · [linkedin.com/in/surрымowery/](https://www.linkedin.com/in/surрымowery/) · [surрымowery.com](https://surрымowery.com)

Motivated and passionate Web Developer with experience building web applications with HTML, CSS, and JavaScript, transitioning from a background in technical support and customer advocacy, searching for an opportunity to learn and grow while developing successful products.

## EXPERIENCE

### PagerDuty

Seattle, WA

#### Technical Support Specialist

2022-2023

- Provided in-depth product support involving 700+ integrations, SSO configurations, and APIs, resulting in 100% SLA.
- Used Zendesk, Salesforce and Jira for troubleshooting and communicating with 20+ customers daily.
- Used SumoLogic and SQL to research internal logs and databases.
- Wrote a Python script for bulk importing data from a CSV file.
- Recreated customer environments and configurations to identify points of failure.

### University of Washington

Seattle, WA

#### Instructional Assistant, Full-Stack Web Development with JavaScript

2022

- Graded assignments in GitHub and Canvas and provided individual guided support to 25+ students over the 9-month program, while working full-time.

### PeoplePath

Seattle, WA

#### Customer Success Manager

2008-2022

- Acted as primary contact for high-touch enterprise clients (including the largest, with a \$1M+ contract), managed multiple integrations involving APIs, configured new features following code deployments, and created custom pages, widgets, and emails using HTML, CSS, JavaScript and WordPress.

## ACTIVITIES

Coding Projects – visit [surрымowery.com](https://surрымowery.com) to see all projects.

- Alumni Network homepage – Built webpage using HTML, CSS, JavaScript and PHP and configured and styled cookie banner with OneTrust.
- Portfolio – Built with React and Sass, deployed with Netlify.
- Wordle-ish – Designed variation of Wordle built on HTML, CSS and JavaScript, deployed with GitHub Pages.
- Coffee Shop site – Built prototype site for coffee shop using Vue, Nuxt, Axios and Sass, deployed with Netlify.

Volunteer Work – providing a variety of front-end development services to nonprofits on a volunteer basis.

- **Wordpress Developer**, Seattle Literacy  
Set up staging environment, implemented custom CSS and SEO improvements, and advise regarding plugin issues.
- **Software Engineer**, Zenativity, Inc.  
Team lead of 5+, facilitate daily standup, groom bug list and set up and manage team Trello board.
- **Wordpress Developer**, Idaho Partners for Good  
Set up staging environment, implemented custom CSS and work through tickets on team Trello board.

## EDUCATION

### University of Washington

Seattle, WA

Certificate, Full Stack Development with JavaScript

2021

Certificate, Front-End Development with HTML, CSS & JavaScript

2021

Master of Science, Information Management

2011

Bachelor of Arts, Art History

2006