

# Zahrea Franklin

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## SUMMARY

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Bachelor of Science in Computer Science with experience in web development and software engineering. Proven collaborator with strong attention to detail and a problem-solving approach. Currently expanding technical skills through data science training.

## TECHNICAL SKILLS

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Programming Languages:	Java, JavaScript, Python, C
Databases & Web Technologies:	SQL, Firebase, HTML, CSS, Wordpress
Frameworks & Other Skills:	React, jQuery, TailwindCSS, Vue, AngularJS, TypeScript

## EXPERIENCE

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<b>Support Engineer, Level I</b> CASO Document Management Services   New York, NY	Apr 2024 – Nov 2024
<ul style="list-style-type: none"><li>Tracked issues and managed version control using JIRA and Git, supporting Agile and CI/CD workflows.</li><li>Automated support tasks with custom scripts, reducing manual workload by 30%.</li><li>Supported scalable web development by implementing microservices based on SOA principles.</li><li>Collaborated with developers to troubleshoot web app issues and improve site performance.</li></ul>	
<b>Software Engineer, Frontend – Contract</b> Brooklyn Neighborhood Services   Brooklyn, NY	Aug 2023 – Dec 2023
<ul style="list-style-type: none"><li>Developed responsive single-page applications using JavaScript, HTML5, and CSS, boosting user engagement by 20%.</li><li>Performed cross-browser testing and validation to ensure consistent functionality across devices.</li><li>Implemented test-driven development with Jest to improve code quality and reliability.</li><li>Collaborated with team members to troubleshoot bugs and refine features through code reviews.</li></ul>	
<b>Software Engineer Intern, Web Development</b> Childhood Cancer Society   Remotely	Nov 2022 – May 2023
<ul style="list-style-type: none"><li>Translated wireframes into responsive, SEO-friendly user interfaces in collaboration with product and design teams.</li><li>Built intuitive front-end components using ReactJS, JavaScript, and TailwindCSS to enhance usability.</li><li>Implemented automated testing with Selenium, reducing front-end bugs by 20% and improving overall site reliability.</li><li>Integrated RESTful APIs to enable real-time data updates, increasing user engagement by 15%.</li></ul>	

## EDUCATION

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<b>California State University, Sacramento</b>   B.S, Computer Science	Graduated: May 2023
<ul style="list-style-type: none"><li>Certification in Software Engineering</li><li>Relevant coursework: Agile Development, Software Lifecycle, DevOps Practices</li></ul>	

**The Knowledge House Fellowship** | Certification in Data Science      Expected: Dec 2025

- Relevant coursework & skills: Python, SQL, Pandas, Tableau, Statistics and Analytics

## ACHIEVEMENTS & PROJECTS

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<b>3<sup>rd</sup> Place Winner of Bloomberg x TKH Hackathon</b>	June 2025
<ul style="list-style-type: none"><li>Created a study buddy app using data analysis, UI/UX engineering, and matching algorithms.</li><li>Designed an intuitive user interface focused on seamless user experience and engagement.</li><li>Implemented efficient algorithms to match users based on study preferences, improving connectivity and collaboration.</li></ul>	
<b>Bloomberg's Black History Month x Women In Tech Lab</b>	Feb 2025
<ul style="list-style-type: none"><li>One of 36 software engineers selected from 400+ applicants for a 3-day intensive at Bloomberg Engineering HQ.</li><li>Built a Python-based portfolio manager in collaboration with Bloomberg engineers and peers.</li><li>Participated in interview prep sessions and technical talks on system design.</li></ul>	