

Valerie Loveland

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RECENT WORK EXPERIENCE

Kroll Bond Rating Agency Dresher, Pennsylvania **Associate Software Engineer** July 2019-Present

- Front end coding on company's website KBRA.com and internal user rating posting tool
- Used the UX department's prototypes to create new pages on the website
- Meets with the stakeholders and users to discuss their use of the programs use

Kroll Bond Rating Agency Dresher, Pennsylvania **Technology Intern** May 2019-July 2019

- Designed and implemented an app from scratch in 8 weeks with a team of 3 other interns
- Employed Design Thinking method of design
- UX research to find client pain points
- Created story boards
- Created project prototypes with Figma
- Developed the app with React.js, Node, HTML, CSS

OpenClinica Waltham, Massachusetts **Application Support Engineer I** August, 2018 - May, 2019

- Corrected clients' XML, regex, and logic errors
- Copied and restored databases
- Helped clients create datasets, and rules for data collection forms
- Worked with Product Owner to track clients' issues with the software

OpenClinica Waltham, Massachusetts **Technical Client Services Intern**

May, 2018 - August, 2018

- Resolved Jira support tickets to diagnose and solve clients' issues
- Tracked client user and account statistics via Salesforce and Excel
- Identified and logged bugs with the software

SKILLS

Programming Languages Javascript, SCSS, CSS, HTML

Technologies Figma, Git, Jira, Gitlab, Bitbucket, GitKraken, Contentful, Bootstrap, VSCode

EDUCATION

Boston University Boston, Massachusetts Bachelor of Science, Computer Science August 2019

Rowan University Glassboro, NJ Bachelor of Arts, Professional Writing December 1994