

# ERIN UNTERMAYER

software engineer  
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## CONNECT

LinkedIn: [linkedin.com/in/erin-untermeyer](https://www.linkedin.com/in/erin-untermeyer)

GitHub: [github.com/ErinUntermeyer](https://github.com/ErinUntermeyer)

Portfolio: [alumni.turing.io/alumni/erin-untermeyer](https://alumni.turing.io/alumni/erin-untermeyer)

## EDUCATION

2020 • Front-End Engineering  
Turing School of Software & Design

2017 • BA in Business Administration  
Ottawa University

## EXPERIENCE

### Komae - Babysitting Exchange App | 2020 - Present

Software Engineer

- Added accessibility features to be WCAG compliant
- Upgraded dependencies to improve performance and security on Komae
- Collaborated with the marketing and design teams to implement new features, increasing user engagement

### Emser Tile & Natural Stone | 2016 - 2020

Customer Support Leader

- Reduced company standard for response time on orders from 24 hrs to 30 mins
- Maintained appropriate stock levels on 92% of product per company guidelines
- Effectively managed communication, sample requests, and order placement for 50+ clients on a daily basis

### Liberty Mutual Insurance | 2012 - 2016

Customer Service Supervisor

- Managed 10-25 insurance agents
- Recruited, interviewed, trained, and developed new agents
- Developed coaching plans that resulted in 95% of the team consistently meeting all critical metrics

## SKILLS

- JavaScript
  - TypeScript
  - React
  - CSS / Scss
  - HTML
  - Git / GitHub
  - Restful API
  - Jest
  - Mocha / Chai
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