

Liina Laufer

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San Francisco, CA

Lumosity · *Software Engineer* · 2019-present

- Full stack development using React, NextJS, Typescript, Node, GraphQL, and Ruby on Rails
- Bug squashing with a focus on reproducing and solving customer-reported issues
- Coordinated the transition from Flash to HTML5 games with contractors and staff engineers, providing updates to the customer experience team as well as the company, and monitoring user feedback
- Works closely with Product to plan and implement website features
- Independently drives work to improve the website for the best customer experience – creates stories with details and data, and works to prioritize the work as makes sense given complexity and resources

Bloom Community · *Software Engineer* · October 2021

- Worked a contract position helping out with this new social and dating app, using React Native
- Created a placeholder profile for initial app launch
- Added interstitials for the referral badge system

Lumosity · *Customer Experience Specialist* · 2014-2019

- Gathered customer feedback and bug reports to create data-supported feature requests and bug tickets in JIRA, then met with Product and Engineering to cost and implement features and bug fixes
- Provided customer support using Zendesk, with a specialty in technical troubleshooting
- Implemented time-saving features using tools and custom code for users and customer service agents
- Learned SQL to query and then to code to better understand and resolve user requests

Padua Group Appraisals · *Data Processor and Assistant* · 2012-2013

- Programmed spreadsheets to process data for import into appraisal reports
- Reached out to potential new clients, applied for appraiser panels, and maintained client database
- Edited and organized photos using Picasa and Photoshop
- Analyzed market conditions to support appraisal reports

U.S. Green Building Council – Northern California Chapter · *Communications Coordinator* · 2008-2011

- Wrote, edited, and designed content for the website, weekly e-newsletters, and membership campaigns in HTML and CSS
- Managed social networking systems, including Facebook, LinkedIn, Twitter, Flickr, and YouTube
- Developed an Operations Manual for the organization's online communication systems
- Compiled monthly reports on Google Analytics and other metrics
- Created a monthly calendar to track e-newsletters, membership and event reminders, and advocacy emails
- Coordinated volunteer contributions to events and newsletters
- Assisted with organizing, advertising, and running educational, networking, and fundraising events

U.S. Green Building Council New York Chapter (Urban Green) · *Communications & Programs Assistant* · 2008

- Wrote, edited, and updated content for the website and e-newsletters in HTML and CSS
- Maintained calendar, membership and event ticketing databases, and Google AdWords
- Assisted the Programs Coordinator with organizing, advertising and running events and workshops

Education

B.S. Biology and Environmental Studies: Conservation Biology with Honors, minor in Women's Studies
Warren Wilson College, Asheville, North Carolina, 2007