
Katherine Ude

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Summary

Invigorated by complex problems, I enjoy spending hours delving into development projects. I'm a lover of learning, a student of life, and I have an entrepreneurial spirit. As a full stack developer, I am excited to combine my technical side with my creative one to build useful and engaging applications.

Skills

Languages: HTML5, CSS3, JavaScript, Ruby
Frameworks: Sinatra, Express, Node.js, Rails, AngularJS, Backbone.js
Databases: SQL/NoSQL, PostgreSQL, MongoDB
Tools: Mongoose.js, Handlebars.js, RESTful APIs, LESS, SASS, jQuery, AJAX
Other: Git/GitHub, JIRA, Confluence

Experience

General Assembly – Chicago, IL

Full Stack Web Development Immersive Student: October 2015 – present

- Completed 12 week immersive course encompassing both front-end and back-end web development
- Designed and developed secure website for capstone project built with Ruby on Rails, PostgreSQL, Semantic UI, & JS
- Built websites implementing the latest development languages & frameworks as collaborative group projects
- Researched and learned new frameworks while building sites as well as identified and corrected any bugs

ReviewTrackers – Chicago, IL

Office Manager & HR Assistant: December 2014 – October 2015

- Prepared company financial reporting including cohort analysis, paying customers metrics, MRR/ARR, and churn
- Created and wrote employee handbook as well as company time-off, vacation, and working remote policies
- Managed the implementation of a revamped new employee onboarding process

Aligned Modern Health – Chicago, IL

Clinic Manager: May 2013 – December 2014

- Handled every aspect of billing & collections and resolved any disputes with EOBs/claims
- Generated and retained new patients as well as ensured patients remained compliant with recommended care plans
- Oversaw all day-to-day responsibilities from general facility upkeep to event planning to data analysis

Mattersight Corporation – Chicago, IL

Service Delivery Manager: September 2012 – May 2013

Service Delivery Analyst: Aug. 2010 – September 2012

- Provided support & ensured that SLAs were met for 5 Fortune 100 clients who had multi-million dollar contracts for Behavioral Analytics™ Service
- Leveraged trusted partnerships with clients to aid Sales Team in up-selling functionality, ex: \$150,000 VoIP conversion over multiple client sites
- Created and supervised project plans to ensure delivery dates were met for all releases (scheduled & off-cycle) & validated all requirements and enhancements were fully operational
- Troubleshoot all issues that were reported by my clients & managed their ticket queue; served as liaison between clients and Operations/Development teams

Mattersight Corporation – Chicago, IL

Analyst – Testing/Research, Design & Linguistics: Jan. 2009 – Aug. 2010

- Performed regression testing to ensure software handed over to clients was bug free & met with standards outlined in the corresponding Configuration Documents
- Executed call audits to validate accuracy of libraries and performed updates to improve efficiency
- Performed data validations; pivoted data to analyze ROI for clients and created findings reports

- SME on developing and maintaining Setup Libraries for clients; created 'Setup Essentials' training & reference materials

Critical Mass – Chicago, IL

Media Coordinator Intern: May 2008 – Dec. 2008

- Created and updated tracking reports for Hyatt's online media campaigns; used DART and Mediavisor to traffic ads
- Managed billing for campaigns up to \$1M by creating POs, MAFs, IOs; assessed strategies for various campaigns

Education

Web Development Immersive

January 2016

General Assembly

Bachelor of Arts in Political Science; Minor in Business Institutions

June 2008

Northwestern University, Evanston, IL