
ELIZABETH YARROW

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SKILLS

Languages: Java, C++, Python, HTML, CSS, and SQL

Software: GIT, Jira, Confluence, Splunk, Wavefront, Eclipse, Netbeans, IntelliJ, Visual Studio

Technologies: Relational databases, REST and SOAP APIs, Cloud providers including AWS and Azure, Systems Analysis, Working with Agile based Engineering teams, experience working with TCP/IP, DNS, SSO, SSL / TLS, CDNs, browser developer tools

Computer Science Concepts: Object Oriented Design, Design Patterns, Algorithms, Understanding of Computer Architecture and Operating Systems

Soft Skills: Document Authoring and Leading Training Initiatives, problem-solving, attention to detail, experience working with multi-functional teams, explaining technical concepts to non-technical stakeholders, being able to identify where technology solutions fit within the “big picture” of an organization

WORK HISTORY

Enterprise Technical Support Engineer, 06/2019 to 09/2021

Adobe – Portland, OR

- Specialized in working with customers with complex technical needs, multiple software integrations, and “at risk” accounts.
- Designed, authored, and managed the onboarding wiki that led to an average 60% increase in the ramp-up speed of new hires.
- Served as a subject matter expert in API design and testing, email deliverability, and "custom coding," which included consulting and troubleshooting website designs, webhooks, velocity scripting, workflow design, and more.
- Collaborated with product engineering to find a set of bugs in the UI that had gone undiscovered for over a year, significantly impacting the customers’ experience.

Systems Technician, 09/2008 to 06/2019

Portland Community College – Portland, OR

- Worked with colleagues on the System's team to design, troubleshoot, maintain, and operate all of the Software systems used by the Portland Community College Financial Aid department.
- Designed several python scripts that automated what had been previously manual reporting for the loan team. The most successful project was able to save seven labor hours per day that could be used to focus on more complex tasks.
- Worked extensively on the department's Confluence (wiki) pages as a contributor and content maintainer.
- Collaborated daily with the Loan team to improve programming processes to deliver improved performance and meet business needs.

EDUCATION

Bachelor of Science: Computer Science, 03/2022

Western Governors University - Salt Lake City, UT

- Relevant Coursework: Operating Systems, Network and Security, Computer Architecture, Software Design, Software Engineering, Project Management, Support Management, Artificial Intelligence, Database Systems, Algorithms, and Data Structures.

CERTIFICATIONS

- Adobe Professional - Adobe Campaign Standard Developer, Dec 2020
- CompTIA Project+ Certification, Sep 2021
- ITIL Foundation Level, Nov 2020

SOFTWARE PROJECTS

View additional details, including full project descriptions and JavaDocs, by visiting <https://eyarrow.com>.
Additional projects can be found on GitHub at: <https://github.com/eyarrow>.