# Sara Eilenstine

*See my portfolio on my website: [cattelia.com](cattelia.com)*

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## Professional Summary:

I am a software engineer with program management and leadership experience in both physical product and SaaS driven companies with the mentality of solving the customers' need first. I have extensive experience in software, hardware, and process automation through, tooling, research, and fact-finding inside of business operations. Together with my front-end, back-end experience and my people first attitude, I bring a unique perspective and passion for building clean, minimalist tools and applications that help people.

## Professional Experience

**Card Kingdom – Monroe, WA**

*Inventory Supervisor*                                                                                                          Mar 2024 - *Present*
- Lead and support a team of 12 on their tasks and goals, leading to improved daily output 60% higher for the department.
- Design, plan and implement a new product release flow, which results in 30% higher fulfillment rates of product.
- Oversee and train direct reports on card sorting machines as well as independently run optimizing and software testing.

*Operation Specialist*                                                                                                          Mar 2023 – Mar 2024

**Keepe – Seattle, WA**

*Program Manager*                                                                                                          Sep 2022 – Mar 2023
- Solely develop the *Parts Department* with a team of 6 which reduced product loss by 90% and secured a 10% flat cost reduction on all purchases by negotiating and winning contracts with part suppliers through technical support in the analysis, evaluation of options, and solutions of business needs.
- Liaison between the development team, management, partner relations, customers and vendors who use the product.
- Design an automated return system that allowed part suppliers to integrate with customer CRMs and product purchase cycle.
- Track and maintain data logs through integrated automations using Zapier, Streak CRM, and Google Suite.

*Operations Acceleration*                                                                                                          Feb 2022 – Sept 2022

**Symantec – Springfield, OR**

*Site Reliability Engineer Intern*                                                                                                          Aug 2017 – Apr 2018
- Built and deployed an automated security scanning tool using Qualys and Powershell to run security scans on spun-up host environments orchestrated by Jenkins inside of Azure to secure and validate it for use.
- Support production development by servicing internal network traffic requests, draft technical docs, validate secure route tables, load-balancing simulations and confirming connections for internal users.

**University of Oregon – Eugene, OR**

*Tier III – Technology Escalation Specialist*                                                                                                          Sep 2016 – Jul 2017
- Train and mentor over 6 Tier I/II peers in internal processes, technical troubleshooting, networking protocols, PII/PCI/HIPPA compliance, SaaS platforms, technical documentation, and more.
- Excellent communication skills that allow me to translate and break down complex concepts for non-technical people.

*Tier II – Technology Escalation Specialist*                                                                                                          Feb 2016 – Sep 2016
- Handled increasingly escalated cases as well as customer remediation for conflicts or technical issues.

*Tier I – Technology Escalation Specialist*                                                                                                          Aug 2015 – Feb 2016

## Education & Certificates

Boot.dev (2024 - present) - *Object Oriented Programing, Shells & Terminals, Learn Git, Learn Python, Functional Programming*
FreeCodeCamp (2023 - 2024) - *Data Analysis with Python, Scientific Computing with Python, Relational Database, Quality Assurance*
University of Oregon - Bachelor of Arts – BA, Spanish & Computer Science (2020)

## Skills

**Programming:** Python, Go, HTML5, CSS3, Javascript, Typescript, Go, bash, venv (Python Virtual Environment)
**Tech Stack:** Github (Version control), Visual Studio Code (IDE), Terminal, Linux, Git, Docker, CI/CD / Kanban methodologies, Vercel
**Tools:** Slack, Trello, Jira (Ticketing), Confluence (Technical Documentation), ZoHo, VMWare, Linux, Jenkins, Ansible, Splunk, Azure
**Soft Skills:** I'm easy to work with, Communication, Continuous Learning/Improvement, Planning, Adaptability, Trust, Savvy