Kaina Cockett

Software Engineer

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SKILLS

Languages/frameworks: Ruby (OOP), Rails, SQL, Active Record, WordPress, C++, HTML
Testing: Rspec, WebMock, VCR, Test Driven Development (TDD)
Tools/Workflow: VSCode, Git, GitHub, Postman, RESTful API, Postico, Heroku, Arduino IDE
Architecture: Permissions, sessions, caching, Service Oriented Architecture (SOA)

SOFTWARE PROJECTS

EscapeLink (group) | **Back End, Front End** | **Tech:** Rails, websockets, multiple internal APIs
This application simulates an escape room where multiple players can solve multiple puzzles to complete the room.
- Implemented front-end and back-end applications with API and websocket interaction
- Leveraged websockets to synchronize puzzle completion and return a Leaderboard showing their standing

Next Steps (group) | **Back End, Front End**| **Tech:** Rails, multiple internal/external APIs
The application assists those in need with an uncluttered search for localized resources.
- Implemented front-end and back-end applications with API interaction
- Leveraged an external API resource and filtered that response for a clean presentation

RELEVANT WORK EXPERIENCE

AVI-SPL, Westminster, CO   2016 –2023
Technical Support Engineer

Skills: Problem Solving · Team Collaboration · Communication · Global Deployment · Software Testing · Strategic Planning · Team Building · Troubleshooting · Networking · Video Conferencing · Technical Support

- Led troubleshooting efforts for complex technical issues, cultivating strong problem-solving abilities.
- Coordinated global deployment strategies, honing skills in project management and strategic planning
- Collaborated effectively with cross-functional teams to ensure seamless system functionality.
- Developed a solid foundation in networking principles and troubleshooting methodologies.
- Demonstrated strong communication skills in assisting customers from diverse backgrounds.

BT Conferencing, Westminster CO 2012 - 2016
Technical Support Engineer

Skills: Problem Solving · Team Collaboration · Global Deployment · Strategic Planning · Team Building · Troubleshooting · Customer Service · Networking · Video Conferencing · Technical Support

- Led troubleshooting efforts for complex technical issues, cultivating strong problem-solving abilities.
- Coordinated global deployment strategies, honing skills in project management and strategic planning
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- Demonstrated strong communication skills in assisting customers from diverse backgrounds.

Dragonet Solutions, Thornton, CO 2004 –2021
IT Business Owner

Skills: Creative Problem Solving · Strategic Planning · Team Building · Troubleshooting · Customer Service · Networking · Technical Support · Web Design · Computer Hardware

- Orchestrated services for 30+ clients, showcasing strong coordination, strategic planning, and team-building abilities.
- Streamlined day-to-day operations, ensuring seamless communication integration via email, blogs, and messaging across various devices.
- Demonstrated hands-on skills in designing and developing responsive websites, utilizing HTML, CSS, PHP, and MySQL technologies.
- Provided comprehensive hardware and software maintenance and upgrades, underscoring troubleshooting skills and technical expertise.
- Performed on-site and remote support, fostering exceptional remote and face-to-face customer service experiences.

EDUCATION

Turing School of Software and Design, Remote 2023
Certificate — ACCET Accredited Backend Software Engineering Certificate

DeVry University, On-site 2004
Associate Degree - Network Associate