

# Erin Cronie

## SOFTWARE ENGINEER

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## EDUCATION

### BrainStation | Diploma, Software Engineering

September 2023 - December 2023

### Mimo | Certificate, Front-end Web Development

January 2023 - September 2023,

## PROFILE

Growing up in the Okanagan, I embraced the local wine industry for six years, participating in grape cultivation, winemaking, and sales. I later transitioned to e-commerce and web development at Shopify, collaborating with skilled teams. To enhance my expertise, I pursued Brainstation's software engineering diploma.

## SKILLS

Proficient in web development with expertise in JavaScript (React, Node.js, Express.js, Knex.js), along with skills in User Authentication, OAuth, MySQL, Heroku, and GitHub. Versatile in both front-end and back-end development, adept at version control, API integration, and excelling in creative problem-solving. Specialized in Shopify Plus support, demonstrating strong leadership, team collaboration, and project management skills.

## EXPERIENCE

### Support Specialist - Shopify Plus

August 2021-July 2023 - remote

- Offered expert technical support to over 30 Shopify Plus Merchants a day with complex e-commerce needs, assisting with problem-solving and coding challenges while maintaining a QA score of 90%.
- Assisted merchants in customizing and extending Shopify Plus functionality, covering theme customization and app integrations.
- Collaborated with other Shopify Plus teams, such as account management, project management, and storefront development.

### Support Advisor - Shopify

February 2021-August 2021 - remote

- Handled inquiries from Shopify merchants through email, chat and phone to troubleshoot technical issues related to their online store, including setup configuration and functionality while maintaining a QA score of 95%.
- Offered guidance on Shopify features and tools to optimize merchants' online store through coding, customizations, themes and app integrations.
- Stayed current with Shopify updates and features, sharing insights and best practices with merchants by contributing to support documentation and knowledge based articles.

### General Manager - Mile Zero Wine Bar

October 2015 - January 2020 - Penticton, Canada

- Formulated marketing initiatives aimed at enhancing customer engagement and driving sales by skillfully managing social media platforms and online reviews, all while orchestrating distinctive promotional campaigns and weekly events and live music performances.
- Effectively managed budgeting, financial planning, and expense control to attain revenue and profit objectives for the wine bar, which included the regular updating of a diverse beverage list comprising over 100 products.
- Oversaw the recruitment, training, and supervision of a 5-member team, which encompassed responsibilities such as scheduling, shift coordination, and conducting performance assessments.

## PROJECTS

### Developer | Naramata Vineyard B&B

November 2023, BrainStation Capstone

- Developed a B&B booking website independently using React, overseeing the entire process from conception to implementation. Implemented key features such as real-time availability updates and secure payment gateways, leveraging React's component-based architecture for efficiency. Ensured a responsive and visually appealing application through rigorous testing, resulting in a bug-free user experience.