Tamara Palmer

Software Engineer

Tamarapalmer013@yahoo.com

586-914-9566

https://www.linkedin.com/in/tamara-palmer-

https://github.com/TamaraPalmer

PROFILE

As a versatile professional with experience in customer service across various tech companies, including Amazon and Verizon, I've developed skills in app development, process optimization, and achieving KPIs. I understand how companies can use software to improve user experiences. My passion for software engineering and knowledge of technologies motivated me to transition to this field. I completed BrainStation's software engineering bootcamp, gaining skills in which I applied to create user-friendly solutions for the music industry. As an advocate for minority women in music tech, I am committed to promoting diversity and inclusion.

SKILLS

HTML, CSS, JavaScript, Node, React, Express, MySQL, Agile Development , Document Object Model APIs, Web APIs, User Authentication, OAuth, Heroku, GitHub, Jest, Salesforce, HubSpot, WebEx

EDUCATION

BrainStation| Diploma

Software Engineering

FEB 2023 - MAY 2023, Miami, FL

Macomb Community College
Associates in General Studies

JAN 2014 - 2022 Warren, MI

Oak Park High High School

Diploma

SEP 2009 - JUNE 2013, OaK Park,MI

EXPERIENCE

Quality Control Specialist | Visio Lending

Feb 2022 - Jan 2023, Remote

- Proficient in data collection and analysis to present data effectively.
- Experienced in managing document processing and timely processing of documents.
- Skilled in quality assurance and familiar with tools to implement quality control measures.
- Effective collaborator with cross-functional teams, including legal, compliance, and business teams.

Conventional Underwriter | United Wholesale Mortgage

JAN 2020 -FEB 2022, Pontiac,MI

- Optimized the loan processing workflow to improve productivity and quality, maintaining an error-free system with daily output of 15 loans in conventional mortgage underwriting.
- Designed and implemented a loan processing automation system, reducing processing times by 50% and minimizing errors in conventional mortgage underwriting.
- Collaborated on a machine learning model for conventional mortgage risk assessment, leading to a 10% reduction in credit losses.
- Collaborated on large teams to improve conventional mortgage underwriting efficiency, accuracy, risk assessment, and customer experience.

Technical Sales Specialist | Verizon

Feb 2019 - Dec 2020, Rochester,MI

- Conducted comprehensive needs assessments for clients to determine demand for plans and services.
- Utilized software tools to manage leads, track sales progress, and automate sales workflows.
- Managed financial responsibilities such as deposits, inventory maintenance, and processing financial transactions using tools such as QuickBooks and Excel.
- Consistently exceeded sales targets by 120%, earning recognition as a top 15% sales representative in the local market.

PROJECTS

TravelSite
FEB 2023 - BrainStation, Miami, Fl
Built a travel website with HTML, CSS, and BEM/Flexbox. Improved the site's structure and responsiveness.

BandSite
MARCH 2023 - BrainStation, Miami , Fl
Built a dynamic website for a music band using HTML, CSS, Sass and JavaScript. Integrated APIs. The layout highlights the band's music and merchandise, with easy navigation.

BrainFlix
MARCH 2023 - BrainStation, Miami , Fl
Developed full-stack web app using React, Node.js, and Express, connecting front-end to back-end for seamless user experience.

Sonic Wave
APRIL 2023 -BrainStation, Miami ,Fl
Developed a dynamic web application using React, Node.js, and Express, and integrated the Spotify API to create a custom audio player that challenged users to guess a song from a 5-second audio sample. The project won the top prize in the class hackathon.