

# Emma Jayne

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## Cloud Engineer / Software Developer

Dedicated professional with 3+ years of experience in software development and data engineering. Skilled in cloud platforms, data pipelines, and business intelligence tools. Holds a B.S. in Mechanical Engineering from Carnegie Mellon and actively pursues continuous learning in cloud technologies and data engineering.

### Technical Skills

**Cloud Platforms:** Microsoft Azure | Google Cloud Platform (GCP) | Amazon Web Services (AWS)

**Data Processing:** Alteryx Designer | Microsoft SSIS | Google Cloud Dataflow

**Data Visualization:** PowerBI | Tableau | D3.js | Chart.js

**Databases:** Microsoft SQL Server | MySQL | PostgreSQL | Google BigQuery | MongoDB

**Programming:** Python | SQL | Java | JavaScript | HTML | CSS | RESTful APIs | API integration

**Version Control:** Git | Github

**Additional:** Analytical Thinking | Problem-Solving | Collaboration | Teamwork | Microsoft Office

### Work Experience

**Publicis Sapient, Remote**

**07/2021 – 07/2024**

*Associate Software Developer (02/2023 – 07/2024)*

- Worked with cross-functional teams to migrate Alteryx-based data pipelines to GCP, resulting in improved scalability, reduced costs, and the ability to process data without manual intervention.
- Developed interactive and user-friendly dashboards in PowerBI and Tableau while working closely with multiple Agile teams, enabling data-driven decisions within the organization.
- Self-studied and passed Microsoft Data Analyst certification to meet the needs of the team.

*Junior Associate Software Developer (07/2021 – 02/2023)*

- Supported the development and deployment of automated marketing materials in Salesforce for a 100,000+ customer mailing list, driving a 10-20% increase in engagement and conversion rates.
- Constructed queries in SQL according to client needs for use in automated sales materials.

**Carnegie Mellon Computing Services, Pittsburgh PA**

**05/2019 – 05/2021**

*IT Help Desk Assistant*

- Managed Tier 1 IT tickets using ServiceNow, providing timely support to students and faculty on issues like internet connectivity, software downloads, printing, and two-factor authentication.
- Worked closely with peer-level and senior IT staff to ensure consistent and top-quality support.
- Created written content and quizzes to support the onboarding of new employees.

**Procter & Gamble, Auburn ME**

**05/2020 – 08/2020**

*Process Engineering Intern*

- Drove an improvement in production efficiency at the manufacturing facility by researching, installing, and optimizing new hardware, as well as adjusting machine programming to reduce reject rates.
- Leveraged Excel pivot tables of machine data to perform comprehensive root cause analysis (RCA), identifying pain points and proposing data-driven solutions that predicted a reduction in production issues.

### Education

**Bachelor of Science (B.S.), Mechanical Engineering | Carnegie Mellon University, Pittsburgh PA**

### Certifications

- PL-300 Microsoft Certified Professional: Power BI Data Analyst | 05/2023
- AZ-900 Microsoft Certified Professional: Azure Fundamentals | 10/2022