KIRSTEN LUEDER PETER

SOFTWARE ENGINEER

I am a quick-thinking Software Engineer with a passion for helping others. My professional background in retail and hospitality management taught me how to approach and solve any problem with a smile and an innovative solution and I am excited to bring my creativity and dedication to your team.

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https://github.com/klueder

www.linkedin.com/in/kirsten-peter

SKILLS

HTML, CSS, JavaScript, MongoDB, Node.js, Python, Django, React, Express, Mongoose, SQL, Heroku, Git

SOFTWARE ENGINEERING EXPERIENCE

SOFTWARE ENGINEERING FELLOW, GENERAL ASSEMBLY (MARCH 2021 - SEPTEMBER 2021)

- Fast-paced 24-week, 450+ hour, fully remote Software Engineering immersive
- Learned both frontend and backend technologies, as well as GitHub and Heroku
- Learned to code individually and on a team, including building one app as a group
- Completed projects to showcase knowledge gained

PROJECTS

Glitter Match!
- A card matching game made with HTML, CSS, and JavaScript
- GitHub: https://github.com/klueder/glitter-match
- Deployed game: https://klueder.github.io/glitter-match/

Kirsten's Favorite Things
- Full-stack app built with HTML, CSS, JavaScript, Node.js, MongoDB, Mongoose, EJS, and Express
- GitHub: https://github.com/klueder/kirstens-favorite-things
- Deployed site: https://afternoon-ocean-90118.herokuapp.com/

We Back(ish)
- Group project, full-stack app built with HTML, CSS, JavaScript, React, Postgres, and Python
- GitHub frontend: https://github.com/we-back-ish-2/we-backish-frontend
- GitHub backend: https://github.com/we-back-ish-2/we-backish-backend

Happy Task
- Full-stack app built with HTML, CSS, JavaScript, React, Django, Postgres, and Bootstrap
- GitHub frontend: https://github.com/klueder/project4frontend
- GitHub backend: https://github.com/klueder/project4backend

PRIOR PROFESSIONAL EXPERIENCE

CREW MEMBER, TRADER JOE'S (MARCH 2020 - SEPTEMBER 2021)

- Managed all ordering, back-stock, and displays for section of store
- Provided personalized service and recommendations to maintain and improve customer relations
- Trained new hires in all areas (register, cash-handling, company policies, safety policies, etc)

GROUP HOUSING MANAGER, GAYLORD PALMS RESORT (NOVEMBER 2018 - MARCH 2020)

- Handled housing needs for groups ranging from social groups of 10 guests to meetings up to 3000
- Communicated with clients regarding financial details and responsibilities, VIPs, and all requests
- Collaborated with other departments of the hotel to provide support for in-house meetings

CUSTOMER CARE MANAGER, GAYLORD PALMS RESORT (JUNE 2017 - NOVEMBER 2018)

- Managed feedback for 1400-room resort and worked with department leaders to improve scores
- Developed new system to track responses to guest feedback after system error tripled workload
- Led daily stand-up meeting and completed weekly service score report for General Manager

ROOMS CONTROLLER, GAYLORD PALMS RESORT (NOVEMBER 2016 - JUNE 2017)

- Completed six daily reports for Front Office to manage financial issues, arrival needs, and requests
- Ran daily meeting for Front Office teams of up to 40 associates and managers
- Assisted with management of, and response to, guest complaints for department

FRONT OFFICE SUPERVISOR, HILTON BONNET CREEK (JUNE 2015 - NOVEMBER 2016)

- Supervised a team of thirty and received Hilton Medal of Service from a professional group
- Completed weekly and monthly financial reporting of team upsells, averaging $100,000+/month
- Assisted with other departments including organizing bag-pulls for up to 1500 and hostessing