



Deirdre Lyons-Keefe

*Product specialist & software developer
B.S. Computer Science student*

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PROJECTS

Novel Pursuits - Database driven web application

- Pair project: Robust database design project for administrative and customer facing purposes. Novel Pursuits is a user centric book rental service. Task management via Google Workspace.
- Stack: Vue 3, Express, MariaDB, and Node.js.
 - Server written in Modular JavaScript, styles in Sass, database in SQL, user authentication with Auth0.

Yogi Mobile Application - Figma prototype

- Group project, team of 3: Mobile Application UX research and UI design project. User interviews, research and heuristic testing conducted. Task management via Asana.

Fitness Tracker - React single page web application

- Individual project: Single page web application for customer facing usage. Exercise tracker for single session. Task management via Asana.
- Stack: Node.Js, Express, MongoDB and React.
 - All CRUD functionality written in Mongoose for NOSQL database.

EDUCATION

Bachelor of Science, Computer Science | December 2023

Oregon State University

Bachelor of Arts, Art History | 2012

Portland State University

Project Management Certification | 2019

Portland State University Center for Executive and Professional Education

EXPERIENCE

Undergraduate Learning Assistant, Data Structures

Oregon State University / Portland, OR / Apr 2022 - Present

- Conduct virtual office hours on Teams where students receive one on one assistance through Python implementations of abstract data types and data structures including heaps, trees and graphs.
- Code review and grade the work of ~40 students per week. Contribute to asynchronous communication threads with students to troubleshoot their code and collaborate on problem solving.

Learning & Product Consultant, Professional Services

Act-On Software / Portland, OR / Jul 2020 - Apr 2021

- Created and facilitated 20 hour-long live technical training webinars for customers of a variety of skill levels who had recently purchased Act-On as a SaaS product.
- Provided custom consulting for each client in the onboarding process by ensuring product adoption, technical setup completion, and CRM integration, focusing on solutions and removing roadblocks.
- Partnered with Product Management team to implement a Pendo walkthrough for new customers to enhance onboarding experience and gather solid data on the new user experience.

Senior Product Specialist, Product Operations

Squarespace / Portland, OR / Aug 2016 - Jun 2020

- Partnered with Product Management and Engineering teams to triage customer surfaced bugs and feature requests using Jira and data gathered from Zendesk reporting.
- Worked cross functionally with Product Support, Training and Trust and Safety to draft and update documentation, and facilitate product release training for fellow Specialists and Advisors.
- Program Manager of internal coding bootcamp for Squarespace Customer Operations Advisors. Managed operations and logistics for 60 students and 7 instructors across 3 global offices. Graduates of the program move into technical career paths as Systems, Product and Infrastructure Engineering at the company.
- Collaborated with leadership and HR to hire new Specialists through technical and behavioral interviews.
- Managed support escalations in Zendesk for 40 team members, provided real-time quality and workflow coaching to a variety of stakeholders resulting in a 10% decrease in escalations YOY.