TAMARA METZ

https://github.com/tmetz

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505-715-0999

SKILLS

- **LANGUAGES:** ACTIVERECORD, CSS, GRAPHQL, HTML5, JAVA, JAVASCRIPT, JSON, PYTHON, RUBY, SQL

- **FRAMEWORKS:** RAILS, REACT, SINATRA

- **CERTIFICATIONS:** AZURE FUNDAMENTALS, SECURITY+

TECHNICAL EXPERIENCE

DEVELOPER SUPPORT ENGINEER – GITHUB, REMOTE-DC AREA   03/2020-PRESENT

Field a wide variety of inquiries including questions about Git and GitHub workflows, Markdown, GitHub Pages, GitHub Apps, OAuth Apps, and GitHub's REST and GraphQL APIs. Work with the engineering team to track down bugs and improve documentation. Write internal documentation for team knowledge base.

SCHOOL LIBRARIAN – SWANSON MIDDLE SCHOOL, ARLINGTON, VA   08/2014-06/2019

Managed middle school library. Ran annual "code-a-thon" to increase involvement in STEM and Computer Science. Maintained library webpage in WordPress. Provided technical support for mobile devices and workstations.

INSTRUCTOR – GIRLS WHO CODE, STERLING, VA   06/2017-08/2017

Taught Python, JavaScript, HTML, CSS, and Scratch. Chaperoned field trips and activities.

SYSTEMS LIBRARIAN - DINÉ COLLEGE LIBRARY, TSAILE, AZ   07/2012-08/2013

Administered Voyager Integrated Library System and its Solaris server, including Apache configuration. Developed website front and back end. Designed and programmed stacks map software in Perl and JavaScript.   Upgraded all library applications (Voyager, EZProxy, LPTOne, PC Reservation). Developed workflow for electronic course reserves. Trained employees in all library systems. Created documentation of all library systems. Provided reference service and technical support to 2,000 students across 8 campuses.

TECHNICAL SUPPORT REPRESENTATIVE – HOSTMYSITE.COM, NEWARK, DE   10/2004-07/2006

Provided technical support for Apache and IIS webservers. Worked on self-managed, two-or-three-person overnight operations team. Solved customer issues (including permissions, Apache configuration, DNS, SSL configuration, Access, MySQL and SQL database setup). Proactively monitored server stability and performance to ensure 24x7 operations and availability.

CHRONOLOGICAL FULL WORK EXPERIENCE (PREVIOUS 10 YEARS)

DEVELOPER SUPPORT ENGINEER – GITHUB, REMOTE-DC AREA	03/2020-PRESENT
SCHOOL LIBRARIAN – SWANSON MIDDLE SCHOOL, ARLINGTON, VA	08/2014-06/2019
INSTRUCTOR – GIRLS WHO CODE, STERLING, VA	06/2017-08/2017
SCHOOL LIBRARIAN – HOPI JR/SR HIGH SCHOOL, KEAMS CANYON, AZ	08/2013-06/2014
SYSTEMS LIBRARIAN – DINÉ COLLEGE LIBRARY, TSAILE, AZ	07/2012-08/2013
MATH TEACHER – CALVERT HIGH SCHOOL, PRINCE FREDERICK, MD	10/2011-06/2012

EDUCATION   RECENT COURSEWORK IN APPLICATION PROGRAMMING

UNIVERSITY OF COLORADO BOULDER   12/2024

BS, Computer Science (expected)

CORNELL UNIVERSITY   01/2021

Certificate, Machine Learning

NORTHERN VIRGINIA COMMUNITY COLLEGE   05/2020

CSC, Web Design and Development (05/2020 – Honors: summa cum laude)

AAS, Information Systems Technology (12/2019 – Honors: summa cum laude)

CSC, Application Development (05/2019 - Honors: summa cum laude)

UNIVERSITY OF ARIZONA   12/2011

MA, Library and Information Science

BRYN MAWR COLLEGE   05/2003

BA, Physics