

SHAE LAPPEN

Jr Software Developer

📞 920-323-3987

✉️ shaelappen@gmail.com

🔗 <https://github.com/shlappen>

📍 Milwaukee



EXPERIENCE

Home Lending Advisor/Loan Officer

JP Morgan Chase Bank

📅 01/2018 - 12/2019 📍 Milwaukee

- Commission-based role helping customers refinance their mortgage or obtain a home equity line of credit in a fast-paced inbound/outbound call center environment
- Learned and retained complex mortgage product information for all 50 states
- Consistently met and exceeded sales goals throughout my tenure while remaining focused, positive and even-tempered

Home Equity Line of Credit Loan Processor

JP Morgan Chase Bank

📅 11/2016 - 01/2018 📍 Milwaukee

- Achieved the most customer satisfaction surveys in a single month with 100% overall satisfaction among 300+ other loan processors
- Helped customers from application-start to finish by requesting income docs, ordering and reviewing home appraisals, flood determinations, title report
- Created templates for employment verification used company-wide
- Developed custom spreadsheets to aid and automate loan restructuring

Fundraiser

Blueprint Advancement

📅 10/2012 - 11/2016 📍 Milwaukee

- Fundraising and sales for well-known performing arts organizations
- Quickly established myself as a top producing employee and developed a record of consistent success
- Chosen by company president to design an overhaul of recruitment and training program
- Single-handedly achieved fundraising goals for several symphony campaigns, yielding some of the best metrics company-wide

SKILLS

Coding in these technologies and more:

C# JavaScript ASP.NET jQuery HTML CSS

SQL React

PROJECTS

SimplifyMyRefi

🔗 https://github.com/shlappen/Capstone_SimplifiedMortgageRefi

- devCodeCamp Capstone Graduation Project
- ASP.NET Core MVC web application built in Visual Studio using C#, JavaScript, HTML, CSS designed to function as a CRM for lenders and as an application interface for mortgage refinance customers.

Custom List Project

🔗 <https://github.com/shlappen/CustomListProjectRepo>

- C# project that emulates how Microsoft might have created the List<T> methods in the .Net framework which allow lists to serve as wrappers around arrays—accomplished in this project without using any built-in list or array methods

Humane Society

🔗 <https://github.com/shlappen/HumaneSocietyRepo>

- Console application for a Humane Society
- An exercise in the SOLID principles of design

EDUCATION

B.A. Linguistics

University of Wisconsin-Madison

📅 2010

- Linguistics is the study of language as a science
- Focus was on phonology--the study of sounds and sound systems

Software Development

devCodeCamp

📅 2020

- 12 week project-based, hands-on software development bootcamp