

Tanya Gaviria

Support Engineer / Junior Software Engineer -- Atlanta, Georgia

EXPERIENCE

PagerDuty, Remote — *Technical Support Engineer II*

OCTOBER 2019 - PRESENT

- Provide in-depth product support, identifying and resolving escalated issues
- Troubleshoot REST APIs, networking & security protocols, Linux & Windows systems, third-party software configurations, code in various languages (Javascript, Python, Go, Perl, Ruby, etc)
- Write and maintain custom scripts, code samples, integration guides for internal and customer use
- Collaborate with Product and Engineering teams to identify customer pain points, bugs, and feature requests
- Recreate or replicate customer environments and configurations to identify points of failure
- Use internal logs and databases to find critical information for troubleshooting
- Communicate internally across the organization and externally with customers using a variety of chat collaboration, task management, customer service portal, and documentation tools

Coca-Cola / Compass Group, Atlanta, GA — *Application Administrator and Customer Support*

SEPTEMBER 2018 - OCTOBER 2019

- Spearheaded implementation of new mobile application / POS system allowing 3000+ associates to order and pay for their meals in facilities dining areas
- Application administration, configured daily end-user UI updates, cashier UIs
- Provided support and maintenance of user accounts -- user sign ups, adding payment methods, and cart experience
- Designed and updated digital marketing signage throughout venue, highlighting specials and new initiatives

Georgia Tech, Full Stack Web Dev Boot Camp, Atlanta, GA — *Student*

FEBRUARY 2019 - AUGUST 2019

- Top student, maintained A+ grade average
- Learned and used Javascript, ES6, Node.js, React, MySQL, MongoDB, Mongoose, REST APIs, Docker, Firebase, Mocha & Chai, jQuery, Bootstrap, Materialize, CSS, HTML
- Built and deployed one working application a week using new technologies
- Collaborated on two group projects developing full stack applications (lead back-end)

CONTACT & SITES

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builtbytanya.com

SKILLS / TECHNOLOGIES

- Javascript (ES6)
- React, GraphQL, Gatsby.js
- REST APIs
- Node.js & Express
- Git workflow & Github
- MySQL, Sequel Pro
- Linux and Windows systems
- ITSM and ITIL tools (ServiceNow, Jira)
- Infrastructure & system monitoring (SolarWinds, Nagios, AWS Cloudwatch, Datadog)
- Log management tools (Sumo Logic, Splunk)
- Identity providers & SSO (SAML, Microsoft Azure AD, Okta)
- Customer Support tools (Zendesk, Salesforce)
- Collaboration/Chat tools (Slack, Atlassian Confluence)
- Postman
- AWS EC2 and S3
- HTML, CSS, Bootstrap
- NoSQL (MongoDB/Mongoose, Google Firebase)