

# Diego Borjas

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## Software Engineer in Kansas City, MO

This is your **brief** headline statement, i.e. : I care about solving problems that inhibit people from understanding one another & strive to implement solutions that connect us.

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## WORK EXPERIENCE

### Applications System Analyst — ScriptPro, MISSION, KANSAS

April 2019 - Present

- Maintain, analyze, troubleshoot, and repair ScriptPro systems, hardware, computer peripherals, applications and configurations.
- Conduct technical analysis and review of system performance.
- Support and maintain complex systems, procedures, and database performance
- Research required information using available resources.
- Monitor and restore systems and backups.

### Helpdesk Analyst — AMC Theatres, LEAWOOD, KANSAS

Jan 2017 - April 2019

- Receiving trouble reports from theatre managers via hotline calls and e-mail and ensuring that all theatre system problems are worked and resolved in accordance with the Service Level Agreement (SLA) guidelines established with the theatres.

### Remote Services Technician — Support.com, Remote/WFH

August 2016 - December 2016

- Effectively resolve customer issues in a timely manner.
- Properly document all customer interactions.
- Resolve customers' requests by investigating problems, developing solutions and recommend additional products and or services relevant to assessment of the customer needs.

## EDUCATION

**LaunchCode**, LC101 Programming Course — 2019-2020

**Udemy**, The complete SQL Bootcamp — [Certificate](#)

**Udemy**, Angular & NodeJS - The MEAN Stack Guide — [Certificate](#)

**Universidad Dr. Rafael Belloso Chacin, Maracaibo, Venezuela**  
B.S. Computer Engineering — 2015

## PROJECT EXPERIENCE

**LC 101 Liftoff project** — Bluetooth Social Networking

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## SKILLS

### PROGRAMMING LANGUAGES

- Javascript
- Java
- HTML5/CSS3
- Javascript

### FRAMEWORKS

- Express
- AngularJS
- Spring

### DATABASES

- MySQL
- MongoDB

### TOOLS

- VS Code
- IntelliJ

\* Highlighted text still needs to be updated