

# Jeremy Diaz

(206) 713-1873 | [jeremyjdz@gmail.com](mailto:jeremyjdz@gmail.com)

<https://www.linkedin.com/in/jeremy-diaz-04376062/> | <https://github.com/Jeremyjdz13>

## Professional Experience

### *Software Engineer (Full Stack Frontend) / zulily Inc., Seattle WA / 07/2021 – 03/2023*

- Was part of Commerce Team that migrated **Cart** and **Checkout** features from PHP to React using Redux for state management, TypeScript for type safety, and GraphQL for backend CRUD operations.
- **Checkout Experience:** Developed *Address Selection* and *Payment Selection* features in collaboration with UI Designers using Figma streamlining the checkout process, resulting Decima reporting a **7%** increase in customer revisit rates.
- Improved test coverage by implementing unit tests in Jest and React Testing Library.
- Project "**loading animation**" hook; designed and implemented a reusable component hook that could be utilized in the checkout experience.
- Implemented **Datadog Realtime User Monitoring** (RUM) and integrated click stream data into components, crucial for identifying and fixing browser-related bugs.
- Updated **CI/CD** Gitlab pipeline actions for **PHP** applications (Cart, Checkout, zuCare, and Returns) during SaaS migration from on prem servers, ensuring seamless automated processes and uninterrupted services.
- **Refactored PHP** *Auto Refunds* and *Refund Automator* scripts to adhere to **SOX** compliance standards, enabling secure DB calls through APIs instead of direct Aurora DB CRUD operations.
- Contributed **On-Call** rotation, providing timely support for site issues related to Cart, Checkout, zuCare, and product Returns.
- Implemented **Datadog** monitoring for Kubernetes processes hosted in AWS EC2 instances, reducing resolution times for support tickets.
- **Documentation:** **EDD** (Estimated Design Development), **COE** (Correction of Errors), **UAT** (User Access Test) for **Clickstream** data using Jira Project Epics, and Confluence wiki for supporting documentation and training materials.

### *Corporate Services Engineer II / zulily Inc., Seattle WA / 03/2017 – 07/2021*

- **Office 365 Enterprise Administrator**
  - Served as an **Escalation** support for Technology Support Engineers.
  - Developed **SharePoint** sites for departments, centralizing documentation, data entry using **PowerApps/Flow** forms, and centralizing department schedules, ensuring SOX compliance and Legal data retention policies.
  - Developed **PowerShell** scripts for support engineers, increasing their productivity and decreasing their margins for error. Also wrote scripts for SOX auditors, Legal, and Infrastructure Engineers to use with Active Directory, Azure AD, or other Windows OS based enterprise applications.
- **Tableau Server Administrator**
  - Served as **Escalation** support for Technology Support Engineers.
  - Upgraded current Tableau environment to a Cluster Server hosted in Google Cloud Platform securing data retention, increasing performance by 50%, and decreasing service outages by 90%.
  - Wrote training and system design documentation.
- **Legal Retention and SOX Compliance:** maintaining data integrity, data collection for legal cases, and compliance with legal policies.
- **Mentorship** on PowerShell scripting for Active Directory, O365, and Tableau Server as well as general support skills.
- **Send Grid Administrator:** supported Information Services and Security email alerting system of critical department applications via email.

### *Senior Technology Support Engineer | zulily Inc., Seattle WA | / 03/2013 – 03/2017*

- Computer & Software support, company approved applications, O365, Tableau, & computer accessories.
- Developed Service Desk SharePoint Site to serve as a Wiki for Technical documentation.
- Wrote Technical Documents and Trained level I and II support engineers.
- Setup **BigFix** asset management software, increasing patching of office computers, managing security policies, and ensuring computer updates were on track to latest security vulnerabilities.

## Skills

### Programming

- JavaScript
- HTML
- CSS
- TypeScript
- PowerShell
- TabCMD
- PHP

### Web Technologies

- React
- Next
- Express
- Node
- Redux

### Database/Storage

- MySQL
- MongoDB
- Big Query
- Firebase

### Tools

- Jira / Confluence
- Git Hub/Lab
- Datadog
- AWS
- Google Cloud
- Kubernetes / Docker

## Education

**University of Washington**, Seattle WA  
Certificate of JavaScript Programming

August 2019  
Awarded

### Web Dev Simplified

August 2022

- JavaScript Simplified Advanced
- CSS Simplified
- TypeScript

**Central Washing University**, Ellensburg WA  
BS Information Technology: Web Development

June 2024  
Part Time

### Code With Mosh

October 2023

Certificate of Graduation: Mastering Next.js 13 with TypeScript  
SN # cert\_y7fjxgvk

## References

1. Larry Rorie
  - a. Previous Manager at zulily
  - b. (206) – 853-2006
  - c. [Larry.rorie@gmail.com](mailto:Larry.rorie@gmail.com)
2. John Grasel
  - a. Directory of Software Engineering, zulily
  - b. [jgrasel@zulily.com](mailto:jgrasel@zulily.com)
3. Andy Pham
  - a. Software Engineer – Walmart
  - b. [andyphamonline@gmail.com](mailto:andyphamonline@gmail.com)
  - c. (361)-648-2727
4. Prashanth Yella
  - a. Senior Software Engineer – zulily
  - b. [prashanth.h64@gmail.com](mailto:prashanth.h64@gmail.com)
  - c. (202)-320-2842

## Projects

### Hunter XO RPG site

- <https://hunterx-a9b88.web.app/login>