



# Mamragbe Diaby

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Creative and committed software engineer with a combined six years background in sales, customer service, and education. I am a natural and effective leader and team player. Book enthusiast with a passion for learning new things. I attest my success to my problem solving skills and hunger for greatness. I work best under pressure, I'm very optimistic, and I'm very adaptable. I am very research originated, loves organizing and I love having a hands-on approach when it comes to learning. Forward-thinking Software Engineer with background working productively in dynamic environments. Proud team player focused on achieving project objectives with speed and accuracy. Agile Software Engineer talented at contributing to multi-team development projects.

## Skills

- Software Components and Libraries • MongoDB • JavaScript • Python • CSS • ReactJs • HTML • Agile Methodologies • Eagerness to Learn New Technologies • Time Management and Organization • Teamwork and Collaboration • Data Structures and Algorithms • Exceptional customer service • Cool Under Pressure • Analytical Thinking and Problem Solving • Strong Interpersonal and Communication Skills • Usability and Accessibility

## Work Experience

### Software Engineering Fellow Sept. 2021-Current *General Assembly*

- Reviewed project specifications and designed technology solutions that met or exceeded performance expectations. • Worked within teams • Frontend and Backend Frameworks • API services • Operating systems and programming languages • Projects • Orchestrated efficient large-scale software deployments. • Delivered unit-tested systems with required characteristics and within prescribed timeframes. • Communicated technical development stages and provided design for on-time execution.

### Senior Sales Counselor Aug. 2020 - Feb. 2021 *LA Fitness*

- Met with existing customers and prospects to discuss business needs and recommend optimal solutions. • Assisted in sales making my location the highest sellers in the district. • Top sales counselor in the region. • Dealt with a lot of customer service. • Consistently performed managerial tasks when GM or assistant GM was unavailable or position was vacant. • Retained members and employees through strong and effective leadership. • Trained sales counselors. • Boosted brand awareness, implemented promotional campaigns and employed sales tactics as part of territory development. • Retained excellent client satisfaction ratings through outstanding service delivery.

### Waitress July. 2017- Nov. 2019 *Season's Catering*

- Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest. • Checked identification for minimum age for sale of alcoholic beverages. • Greeted new customers, discussed specials and took drink orders. • Applied comprehensive knowledge of wine, cider and beer to increase daily beverage sales. • Handled a high volume of customers regularly. • Trained new staffers.

### Teacher Assistant March. 2017 - March 2018 *Ben Samuels Children's Center*

- Worked with teachers to design lesson plans and coordinate activities for classes, consistently noting successful ideas and identifying areas for improvement. • Provided one-on-one and group-based learning support to maintain student progress and development with a class of 15-20 students. • Kept records of student progress for teachers and parents and made notes on details such as behavior, grades, comprehension and personal growth. • Assisted teachers with classroom management and document coordination to maintain a positive learning environment. • I worked at a children's center sometimes being a "buddy" to kids with special needs or kids that needed special attention. • Helped the class get ready for naps as well as activities and tasks such as eating and going outside to play.

### Secretary Nov. 2016 - March 2017 *Montclair State University*

- Responded to emails and other correspondence to facilitate communication and enhance business processes. • Produced accurate office files, updated spreadsheets and crafted presentations to support executives and boost team productivity. • Composed internal and external correspondence for senior management and reviewed documentation to eliminate errors. • Created and updated physical records and digital files to maintain current, accurate and compliant documentation. • Handled daily scheduling tasks and provided administrative support for the entire department. • Monitored premises, screened visitors, updated logs and issued passes to maintain security.

## Education

**General Assembly** Sept. 2021 - Current Engineering Immersive Certificate

**Responsive Web Design Certification** Sept. 2021 Developer Certification, representing approximately 300 hours of coursework.

**North 13th Street Tech** 06/2016 High School Diploma

*Business and accounting for 2 years*