

Mary Meneses

menesesmarye@gmail.com

Phone: (818) 476-8714

Technical Skills

JavaScript (ES6), jQuery
HTML5, CSS3

PHP, MySQL

Git & GitHub

WordPress (CMS)

Java

AWS, Salesforce LWC,
Microsoft Office (Excel,
Word, Access)

Adobe Creative Cloud
(Photoshop, Illustrator,
Premier Pro)

Soft Skills

Excellent communication
organization &
interpersonal skills.

Excellent project &
time management
Excellent customer service
problem solving &
troubleshooting.

Education

B.S., Computer Information Technology

California State University, Northridge

May 2020 - GPA 3.46

Work Experience

Farmers Insurance - Woodland Hills, CA

Jun 2019 - Aug 2019

QA Tester Intern (IT Service Ops)

- Thoroughly **tested emerging features** for Salesforce Service Request Management application during Sprint Iterations.
- Engaged in daily standups (**Scrum Meetings**), Backlog Refinement Meetings, and Sprint Retrospective Meetings.
- Reviewed business/feature requirements and wrote **test cases**/scenarios to **validate new functionality**.
- Documented **software defects**, worked closely with the development team.
- Participated in defect triage meetings to determine root cause.
- Contributed to process improvement efforts.
- Completed Salesforce trailheads for Admin Specialty.

Distance Learning Tseng College - Northridge, CA

Apr 2018 - May 2020

Web Developer and Technical Support Specialist

- Developed Canvas course sites per business requirements given by the Instructional design team to deliver seamless UX for student/faculty users.
- Collaborated with the Instructional design team for **QA** of course site materials.
- Adhered to **ADA compliance** regulations during review of course site materials.
- Maintained and monitored environment upkeep as a **Canvas Admin**.
- Provided ongoing **technical support** through phone, email, and web conferencing software for faculty, staff, and students.
- Provided online & face-to-face **training** for instructors and students.
- Created **custom manuals and user documentation** for instructors and staff.
- Supported implementation of courses developed and produced in the Canvas learning management system.
- Created **multimedia content** for instructors and staff using Adobe products (**Photoshop, Illustrator, Premier Pro**)

Relevant Coursework

Senior Design Project - **DevOps**

Aug 2019 - May 2020

Front-end web developer & UX/UI Designer

- Used **JavaScript, Vue.js, HTML, CSS** for front-end development of the app.
- Practiced **Agile** methodologies (Scrum & XP) for software development.
- Contributed in **UX/UI design** of applications using wireframing tools such as Adobe XD and Figma.
- Conducted **UX/UI research** with a target client to develop technical design.
- Translated business requirements into technical specifications.
- Used version control software for release management, such as **Git & GitHub**.
- Used **Amazon Web Services (AWS)** to test and deploy software applications.
 - Spun up EC2 instances, Lambda functions, used S3 buckets to store app data, used DynamoDB for database, and CloudWatch for automation and monitoring.