

Meg Divringi

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Meg Divringi is a Software Engineer with a background in Startup Client Success

PROJECTS:

<https://meg-div.github.io/projects.html>

- **It's A Circus** | Dec 2022 | Languages: HTML, CSS, JavaScript
- **Blackjack** | Dec 2022 | Languages: HTML, CSS, JavaScript
- **That's A Hat** | Nov 2022 | Languages: Python
- **Magic 8 Ball** | July 2022 | Languages: C++

TECHNICAL SKILLS:

Languages: C++, JavaScript, Python, HTML, CSS, SQL

Enterprise Tools: VSCode, XCode, JIRA, Looker

PROFESSIONAL EXPERIENCE:

Glidian - Head of Customer Success (Dec 2019 – Jan 2021) - Redwood City, CA

- Client requests, recurring customer calls, triage and prioritization of integration requests, recurring reporting deliverables, onboarding and client set up, collaboration with Engineering in relation to customer development design requests.
- Management of Zendesk macros, Airtable insurance table, accounts payable and scaling spreadsheets, monthly collections coordination, billing and customer invoicing and Customer Success Specialist and Beacon Enrollment Specialist roles and new hire training.

TrueAccord - Client Success Manager (Sept 2017 – Dec 2019) - San Francisco, CA

- Design and creation of SQL/MySQL code to automate client requested recurring Looker reporting, GBQ query logic design and implementation for client based process QC and code issue investigation.
- Management of client requests, 30+ monthly deliverable tasks, onboarding and client set up, account linking. integration improvement, new hire training and scheduling.
- Collaboration with Engineering to design internal deliverable checklist tool.
- Implementation of Zendesk set-up and creation of HTML email design and insight reporting.

EDUCATION:

DigitalCrafts - Immersive Coding Bootcamp - 2023

San Francisco State University - Bachelor's Degree in Creative Writing

CERTIFICATIONS:

Diablo Valley College - Advanced C++ Programming - Certificate of Achievement Computer Science