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

- **Vote** | Jan 2022 | Languages: JavaScript, CSS, EJS
- **It's A Circus** | 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
Tools and Technologies: VSCode, XCode, Bootstrap, Flexbox, React, Sequelize, PostgreSQL, Node.js, Express, 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, collaboration with Engineering in relation to customer development design requests, monthly collections coordination, and billing and customer invoicing.
- Management of Zendesk macros, Airtable insurance table, accounts payable and scaling spreadsheets, and Customer Success Specialist and Beacon Enrollment Specialist roles.

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. Engineering collaboration to design internal deliverable checklist tool.
- Management of client requests, 30+ monthly deliverable tasks, onboarding and client set up, account linking. integration improvement, new hire training and scheduling.
- 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