

# Meg Divringi

## Software Engineer

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### Software Engineer with a background in Startup Client Success

#### TECHNICAL SKILLS:

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

Tools and Technologies: Flexbox, Sequelize, PostgreSQL, Node.js, Express, Beekeeper, ElephantSQL, VSCode, XCode

#### PROJECTS:

##### [Vote](#) | Jan 2023 | Languages: JavaScript, CSS, EJS

- Voter website - create a personal account, log in, and admins have ability to add, update, or delete new positions
- Project Manager for two person team, backend server development, JS logic to parse input
- ElephantSQL - PostgreSQL database hosting, Sequelize - ORM, Beekeeper - Table management, BCrypt - Password encrypting and comparing, DBDesigner - Schema design

##### [It's A Circus](#) | Dec 2022 | Languages: HTML, CSS, JavaScript

- Spending a day at the circus your age is guessed and then your fortune is told - data pulled from public APIs via async/await functions
- Design and Implementation | Tailwind - CSS design

##### [That's A Hat](#) | Nov 2022 | Languages: Python

- A game that allows the user to purchase two hats of the user choice and the ability to eat or use the item pulled from the hat as a distraction in order to flee
- Design and Implementation

##### [Magic 8 Ball](#) | July 2022 | Languages: C++

- A game that allows the user to ask a magic 8 ball a question and to receive a response
- Design and Implementation

#### 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. 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

- GBQ SQL 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. Implementation of Zendesk set-up and creation of HTML email design and insight reporting.

#### EDUCATION:

**DigitalCrafts** - Immersive Coding Bootcamp

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

#### CERTIFICATIONS:

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