

DIANE L. GAYDEN

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OBJECTIVE

Return to the technology field using newly aquired modern technical skills.

SKILLS

Ruby on Rails, JavaScript, HTML, CSS, Git

EXPERIENCE

Planner | *Swift Transportation* | *Phoenix, AZ* NOVEMBER 2016-CURRENT

- Match loads with Drivers located in the Illinois, Michigan and Indiana geographical areas.

Driver Leader | *Swift Transportation* | *Phoenix, AZ* FEBRUARY 2016-NOVEMBER 2016

- Communicated with drivers, determined to resolved or escalated issues.

Driver Mentor | *Swift Transportation* | *Phoenix, AZ* JULY 2010-JANUARY 2016

- Safely operated semi-tractor/trailer equipment across 48 states training new CDL holders.

Driver | *J B Hunt Transport Services Inc* | *Lowell, AR* OCTOBER 2006-MAY 2007

- Independent contractor, terminated the contract at the end of the trial with a modest positive balance.

Technical Member | *AT&T College and University Solutions* | *Ann Arbor, MI* JANUARY 2000-APRIL 2006

- In addition to Help Desk duties, used UNIX Shell Programming, C/C++ and Informix SQL tools to design/modify, code and test proprietary software to fix, debug or patch the rating application.
- Maintained technical documentation, reviewed inefficiencies within the rating system, interacted with project management to implement changes.

Sr Technical Associate | *AT&T College and University Solutions* | *Ann Arbor, MI* JUNE 1997-JANUARY 2000

- Internal Help Desk team member supported enterprise level UNIX billing system.
- Exercised good judgement using corporate AMEX card for business travel expenses.

Application Programmer Analyst | *Standard Federal Bank* | *Troy, MI* JANUARY 1995-FEBRUARY 1997

- Wrote, tested, debugged and installed COBOL programs.

EDUCATION

Certificate: Software Development Track 2018

Bloc.io, San Francisco, CA

Bachelor's of Science: Computer Information Systems

University of Detroit Mercy, Detroit, MI
Software and Production Management

- Graduated cum laude

Associate's of Science: Computer Information Systems

Henry Ford College, Dearborn, MI