

Neide Urbina

Junior Software Engineer

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CAREER OBJECTIVE

I am a Software Engineer with a background in Mobile administration and support. My background in customer service and my experience within an enterprise environment enables me to approach each project with both a user and backend perspective.

SKILLS

Languages; JavaScript, SQL, HTML, CSS, NextJS, EJS, Ruby on Rails

Technologies/Frameworks: Database Architecture, Problem-Solving, Linux/Unix, Strategic Planning, Agile Scrum, Computer Architecture, Operating Systems, Data Structures, Version Repository, Web API, Node.js, Data Analysis, Front-End Web Development, Full-Stack Web Development, Postgres, Apple IOS, Heroku, React, Express, jQuery, Netlify, GitHub, Trello, Slack, Airwatch MDM, ServiceNow, Microsoft Excel, Wireframe, Jira, NPM

Databases: PostgreSQL, MongoDB

WORK EXPERIENCE

BUSINESS SYSTEMS ANALYST - ON ASSIGNMENT KEURIG DR.PEPPER/ Frisco - **Aug 2021 – present**

- Create process and documentation for migration across multiple sites with over 16,000 users.
- Performed data analysis and issue based problem solving
- Analyzed requirements, estimating cost and established system protocols
- Point of Contact with mobile carrier and TEMS provider overseeing implementation of mobile carrier provider migration

MOBILE ANALYST - SRS DISTRIBUTION INC. / McKinney - **Aug 2019 – Aug 2021**

- Procurement of Mobile devices and services
- Create process and update documentation as needed
- Provided training to the Service Desk for mobile troubleshooting

LEAD MOBILE ADMIN - ON ASSIGNMENT TOYOTA FINANCIAL SERVICES / Plano - **Aug 2014 – Aug 2019**

- Lead the transition of mobile administration from Associate to Vendor personnel
- Subject Matter Expert for Apple mobile devices
- Collaborated with Toyota Motors North America for Toyota Connected mobile application to provide support to TFS Executives during testing
- Conducted research and gathered information to create the Knowledge Base for Mobility
- Advanced troubleshooting for iPad VPN and VIP/Pulse secure for laptops
- Oversaw the procurement of all mobile devices, services and rate plans.
- Liaison across Management towers regarding process, executions, redirections and performance
- Gathered requirements for new Service Catalog items

EDUCATION

GENERAL ASSEMBLY - Software Engineering Immersive- **July 2021 - January 2022**

WESTWOOD COLLEGE OF TECHNOLOGY -Computer Network Management

- Bachelors of Science - graduated **May 2013**