

# Mary Cherr Joy Batac

## Full Stack Software Developer/Analyst

Experienced, highly-motivated, educated information systems professional; extensive computer skills; emphasis in web development, networks and databases, and systems analysis; confident; team-player; detail-oriented, punctual, and dependable

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San Diego, CA 📍

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## WORK EXPERIENCE

### Client Support Coach

iMatrix

02/2018 – Present

San Diego, CA

- Provide web and technical support in a call center environment to a variety of issues and requests pertaining to: edits/modifications on a client's website through HTML, CSS and JavaScript, modifying website images/banner/content through Photoshop and troubleshooting E-mail and Domain/DNS related issues
- Average about 100+ calls/week while working on tickets sent by clients via email or answer questions through the chat system
- Handle client call and case escalations
- Assist other team members and internal departments if/when needed

### Freelance Web/Mobile App Developer

Freelance

05/2017 – Present

San Diego, CA

- BINDUE - Co-Founder/Full Stack Developer for a web application using Angular 4, Angular Material, SCSS, and Google Firebase which allows users create/view/share events. Lead FrontEnd Developer, managing project requirements, backlogs, sprints, and deadlines
- TRIM - Designed and developed a native mobile application using React-Native, Redux, LoopbackJS, and MongoDB where visitors can select a licensed available barber within the 5-mile radius to perform selected services through a push of a button

### Support Engineer

Tealium

02/2015 – 01/2016

San Diego, CA

- Provided support to 500+ clients
- Responsible for reviewing/debugging reported issue on client's website using Chrome Debugger, Charles Proxy, and Firebug
- Implemented standard and customized tag setup per client's request per the vendor's Implementation Guide and/or JavaScript code snippet

### Project Engineer

NextLevel Internet

05/2014 – 02/2015

San Diego, CA

- Designed and applied company standard network layout for clients with the assurance of keeping the client's current network topology in mind. Ensured that project requirements are met by constantly monitoring its progress, review design specifications, troubleshoot and resolve issues when they occur, and plan and schedule changes if necessary

### Support Engineer

NextLevel Internet

01/2014 – 05/2014

San Diego, CA

- Supported and troubleshoot Cisco networking devices, and VoIP phone systems with over 300+ clients and 10,000+ end users
- Established an online support documentation for users: <http://www.nextlevelinternet.com/support/> 🌐

## COMPUTER SKILLS

HTML/CSS/JavaScript

AngularJS/Angular

NodeJS/Express

MongoDB

ReactJS

Bower/Gulp

C#/.NET Framework

SQL

Git/GitHub

## EDUCATION

### Full Stack .NET Software Development

Origin Code Academy

04/2016 – 07/2016

### Bachelor of Science in Business Administration with emphasis in Management Information Systems

California State University, San Marcos

01/2011 – 12/2012

### AA Degree in Accounting

Palomar College

06/2006 – 12/2010

## PROJECTS

Bindue

- A social/event web application which allows users to create/view/share events.

Belch

- A web application that allows users to search for breweries in San Diego, CA based on their geographical location. Technologies used: HTML, CSS, Bootstrap, AngularJS, MongoDB, Mongoose, Node and Express

## WORK EXPERIENCE

### Development Analyst

TotalTech Resource Corporation

01/2013 – 07/2013

San Diego, CA

- Developed HTML and CSS web sites, web promotions, marketing campaigns, and landing pages generated from Photoshop wireframes (blueprints)
- Created and generated SQL queries as necessary to determine problems, assessments, or to identify which query or queries are needed in generating an output on a website

### Analyst/Programmer

California State University, San Marcos (IITS)

12/2011 – 01/2013

San Marcos, CA

- Developed and managed new/current web applications, and conducted all detailed User Acceptance and Quality Assurance testing. Provided recommendations and solutions using Google Analytics, Campus Department websites, new site maps, and wireframes to better improve the website's content that is more informative yet engaging to the visitors of the site