Christian Mendoza

Austin, TX

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christianmendoza

Skills

Programming

HTML, CSS, JavaScript, Python, SQL

Data

APIs, Pipelines
MySQL, PostgreSQL, NoSQL, MongoDB
pandas, matplotlib, seaborn, Plotly

Tools & Technologies

Jira, Confluence, Zendesk, Kibana, Git,
Datadog, Tableau

Education

Certificate, Data Engineer
Dataquest
Online

Certificate, Data Analytics
Coursera — Google
Online

Certificate, Introduction to Big Data
Coursera — UC San Diego
Online

B.A., Computer Science
Rutgers University
New Brunswick, NJ

Experience

Jan 2022 –
Sep 2022
Support Engineer, Core Infrastructure & API   Truepill
- Communicated closely with customer experience teams to review, troubleshoot and resolve customers' technical issues
- Collaborated with cross-functional teams to work toward a better support experience
- Built various internal Retool apps to help the team and other teams perform repetitive tasks more quickly and efficiently
- Reduced team case volume and backlog by 30% with said app tools

May 2019 –
Jan 2022
Technical Support Engineer   Ogury
- Supported business and operation teams with technical tasks and investigated and solved their issues
- Communicated with the dev team and escalated issues as appropriate
- Explained specific behaviors and built custom reports by investigating and exploring data
- Wrote shell and SQL scripts to aid in manual and repetitive tasks, enabling the team to become more efficient

Feb 2017 –
May 2019
Web Technical Specialist   CAM Creation Labs
- Built marketing funnel pages for chiropractors & podiatrists to increase overall revenue
- Set up necessary data imports and notifications with automation tools and web services
- Provided technical support and resolve challenges and issues to clientele

Sep 2015 –
Sep 2016
Front End Engineer   WIRED
- Developed landing pages, microsites, ad units, and other creative ad product solutions for marketing partners tailored to WIRED.com readers
- Created beautiful, effective digital experiences utilizing an in-house static site generator
- Interacted on a daily basis with cross-functional teams of engineers, graphic designers, project managers, and marketing directors

Projects

JCP&L Electricity Usage Analysis
Analyzing my NJ electricity usage from 2016-2021 with *pandas* and *plotly.express*; correlating average monthly temps and comparing against state & national averages. [GitHub]

Crunchbase Company Profiles Analysis
Utilizing *pandas* to analyze organization profiles available on *Crunchbase*'s platform, and *plotly.express* to plot the geographic data. [GitHub]

Apple Stores in the U.S.
Visualizing geographically all Apple stores in the U.S. Scraping with *BeautifulSoup4*, cleaning with *pandas*, and plotting with *plotly.express*. [GitHub]

Mapping the 2000-2020 Election Results
Wrangling with *pandas* and plotting with *plotly.express* to map the two parties' state and county results from the past 6 presidential elections. [GitHub]