

Christian Mendoza



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[/in/christianmendoza](https://in/christianmendoza)



[christianmendoza](https://github.com/christianmendoza)

Skills

Programming

HTML, CSS, JavaScript, Python, SQL

Data

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

Tools & Technologies

Jira, Confluence, Zendesk, Kibana, Git,
Datadog, JupyterLab, 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

- Analyzed and resolved technical issues in collaboration with CX teams, ensuring a seamless customer experience
- Fostered collaboration among cross-functional teams to optimize the support experience, exceeding customer expectations
- Architected Retool apps to optimize team productivity and enhance collaboration, improving overall business operations
- Transformed team productivity with said app tools, reducing case volume and backlog by 30%

May 2019 –
Jan 2022

Technical Support Engineer

Ogury

- Collaborated with business and operation teams to investigate and solve technical issues efficiently
- Worked closely with the engineering team to promptly escalate and resolve complex technical issues
- Delivered actionable information by exploring and interpreting data to explain specific behaviors
- Developed automation scripts to streamline manual tasks and optimize team output and workflow

Feb 2017 –
May 2019

Web Technical Specialist

CAM Creation Labs

- Developed custom marketing funnels that successfully increased revenue for chiropractors and podiatrists
- Streamlined data imports and notifications by leveraging automation tools and web services
- Proactively identified and addressed technical challenges for clients, ensuring their satisfaction and success

Sep 2015 –
Sep 2016

Front End Engineer

WIRED

- Developed unique and captivating creative ad product solutions, strategically tailored to resonate with WIRED.com's audience
- Leveraged an in-house static site generator to produce captivating and effective digital experiences
- Communicated and collaborated daily with engineers, designers, project managers, and marketing leaders

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. [\[GitHub\]](#)

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 six presidential elections. [\[GitHub\]](#)

U.S. Net Domestic Migration by County: 2020-2022

Recreating the *U.S. Census Bureau*'s dot-density map, illustrating the domestic migration across counties from 2020 to 2022 with *pandas*, *geopandas*, and *QGIS*. [\[GitHub\]](#)