

# Christian Mendoza



Austin, TX



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## Skills

### Programming

HTML, CSS, JavaScript, Python, SQL

### Data

APIs, Pipelines

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

### Tools & Technologies

Command Line, 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

Jul 2023 –  
Present

### Customer Support Engineer

AgileAssets, A Trimble Co.

- Analyze and resolve client support cases, delivering technical solutions that ensure long-term success
- Create custom reports, define best practices, report software issues, and enhance end-user documentation for improved product utilization
- Ensure client-specific SLAs are met in Jira Service Desk, utilizing SQL and Jasper Reports for data extraction as needed
- Contribute to various aspects of AgileAssets software support, including setup, config, data conversion, and system validation

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

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*. [\[GitHub\]](#)