

CYDNEY POLLARD

API ENGINEER | CUSTOMER SUPPORT | SOLUTIONS ENGINEER

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Duluth, GA

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PROFILE

Hi! My name's Cydney, an API engineer deeply passionate about crafting elegant solutions in the ever-evolving tech landscape. My first interest in APIs began within my software engineering bootcamp when I used Google Maps API for a project. Seeing how this API interacted within my project made my interest blossom. My technical expertise includes testing, troubleshooting, and utilizing RESTful APIs. This expertise also includes writing in JavaScript, querying with SQL, and ensuring security. My mission as an API engineer is to create seamless, reliable, and scalable solutions. I believe in the power of APIs to transform industries and make the digital world more connected. When I'm not continuously learning new skills and technologies, I either am playing Animal Crossing or rewatching episodes of The Big Bang Theory.

HARD AND SOFT SKILLS

Tech Skills: RESTful APIs, SQL, JavaScript, HTML, CSS, MongoDB, Express.js, Node.js, React, React Router

Testing Skills: Functional and Black-box Testing Techniques, Test Planning and Execution, Test Case Design and Documentation

Other Tools: Jira, Zephyr, Trello, Postman, ReadMe, Elastic, Splunk, Swagger, Confluence, Microsoft Office, GSuite

CAREER EXPERIENCES

Junior Applications Solutions Engineer

Priority Technology Holdings, Inc. | NOVEMBER 2022 - PRESENT

- Identifying root cause of API issues and providing scalable solutions to ensure seamless integration of the company's reporting CRM APIs for new partners while documenting all processes
- Reporting all critical bugs to the appropriate departments to add to sprints within our SCRUM environment using Agile methodology
- Supporting API integration project for the company's largest VIP client, projected to process \$1.1 billion in transactions
- Performing API testing to ensure bugs are addressed to the appropriate team
- Reviewing and implementing JavaScript code for scripts that update skewed data between servers and databases
- Developing SQL queries for analysis, monitoring, and report generation within Elastic and Splunk Cloud
- Collaborating with program managers and technical writers to update API documentation for reporting CRM platform

Technical Support Specialist

Foundever (Sitel Group) | NOVEMBER 2021 - NOVEMBER 2022

- Located normal and critical bugs that prevented the full use of the application and expressed issues raised to the development team
- Troubleshoot through hardware functionality problems that prevented the full use of products and services
- Earned Agent of the Month for September 2022 for displaying excellent mentorship of team members
- Created internal resources for all company members to assist in training incoming team members
- Evaluated team members' calls to ensure call quality was meeting company standards

Creative Virtual Assistant and Freelance Web Developer

Cydney B Design Services, LLC. | DECEMBER 2019 - DECEMBER 2022

- Designed, developed, and tested responsive web applications and crafted graphics for small businesses with \$0 ad spent budget
- Curated online course materials for content writer and editor to result in a course selling to full capacity upon opening week of course launch, collecting \$5,000 in net sales
- Assisted in social media launch for resume writing coach by designing social media graphics based on market research of audience

EDUCATION & CERTIFICATIONS

General Assembly Atlanta

Certification of Software Engineering - Full Stack

University of West Georgia

Bachelor of Art in Studio Art, Minor in Marketing