DIANE KORONGY

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I am a creative, technical solutions-driven **full stack developer** with a passion for design/UX, intuitive functionality, and accessibility. With experience in Rails, Javascript, React/Redux, and iOS, my goal is to build meaningful products and contributions in dynamic team environments.

EDUCATION

Flatiron School, New York, NY   March 2019
Full Stack Web Development/Software Engineering Immersive Program

Rutgers University, New Brunswick, NJ   May 2017
Bachelors of Science in Information Technology with a minor in Statistics & Computer Science

RELEVANT SKILLS

- **Programming Languages:** Javascript (ES6), Ruby, HTML5, CSS3, SQL, Swift/iOS, R, SAS
- **Libraries & Frameworks:** React.js, Redux, jQuery, ExpressJS, Ruby on Rails
- **Tools & Platforms:** Git, PostgreSQL, MySQL, Heroku, Firebase, Adobe Suite, Invision, Sketch
- **Other:** Technical Support, UX/UI, Project Management, Enterprise Client Relations/Support, Handling Escalations, SAAS Integrations

TECHNICAL PROJECTS

+ **CANDID - Github | Demo Link - (candidapp.co)** - *Social E-learning platform/interview prep app for developers and techs. Incorporated React.js, user authentication with Google OAuth, and Firebase database integration with custom routing.*
+ **Let's Spoon - Github | Demo Link** - *A Tinder-like swiping web app that matches users based on food preferences. Utilizing React.js, Yelp Fusion API, React-Spring-Hooks (swiping implementation), Leaflet Maps API, Rails API, and PostgreSQL.*
+ **Astrodom - Github | Demo Link** - *Single page educational game application intended for (children) to learn the Javascript event loop/call-stack. Made with Javascript on the front-end with a Rails/PostgreSQL back-end.*

EXPERIENCE

iCIMS, Holmdel, NJ
Technical Support Engineer
June 2017 – July 2018
- Assisted in the configuration, adoption, maintenance, and support of iCIMS ATS software at client's request
- Managed multiple concurrently running projects and client accounts while delivering a customer experience second to none
- Worked to troubleshoot, recreate, QA test, detect and escalate software bugs - Proficient in JIRA, Salesforce, HRIS, CRM
- Assisted in defining client business processes, best practices, co-manage implementation projects, train users, and facilitate overall success within various client organizations.
- Supported clients and users through troubleshooting, ticket creation and execution, asset management and training
- Partnered with external vendors to configure and troubleshoot client integrations via Flat File and web services, API integrations
- Mentored and created new trainings/ designed training to support new hire classes and internal teams

Geek Squad, Manalapan, NJ
Consultation Agent
Jan 2016 - Feb 2017
- Educated clients hands on the proper use of old and new/advanced technologies through training appointments
- Led in individual NPS and service sales by ensuring the best services and technology solutions to customers
- Ran troubleshooting tests and diagnostics to determine product needs and service solutions on client's malfunctioning tech
- Replacement of nonfunctional hardware components and diagnostic for proper functionality, OS reinstallation and proper setup, software installation, virus removal, troubleshooting computers network connection and proper setup for optimal connectivity
- Data retrieval from non-functional Internal or External HDD's, flash drives
- Handled technical troubleshooting within an enterprise environment, including system crashes, slow-downs and data recoveries

Dow Jones/The Wall Street Journal, Princeton, NJ
QA, Knowledge & Training, and Customer Experience (Intern)
June 2016 - Aug 2016
- Record and report software bugs and usability problems to project managers for corrective action
- Worked on the design, development, and modification of training website using Wordpress, Javascript, JQuery, Flexbox
- Performed of a wide variety of planned clinical oriented functions and learning experiences
- **ACHIEVEMENTS,** *Dow Jones Business Plan Competition Winner* Designed a high-fidelity user experience and interface of a mobile app prototype for *The Wall Street Journal*