

# Diana L. Shull

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## EMPLOYMENT HISTORY

**Solutionreach — Lehi, UT — (August 2016 - Present)**

**Solutions Engineer | Technical Support Engineer | Tier 2 Technical Support**

### **Solutions Engineer (November 2019 - Present)**

- Work as partner support, keeping API and database schema documentation up to date, testing new versions to ensure our integration stays up to date, and resolving any technical problems brought to our attention.
- Triage our integration engineer Jira tickets to ensure that all troubleshooting has been completed on the support side, as well as ensuring we have all necessary data for our engineers to make the coding changes.
- Write troubleshooting documentation for individual partner integrations for our support team.
- Test company integrations to ensure that there are no bugs before releasing to our customers.
- Validate that partner API and database schema have necessary information to build a functioning integration.

### **Technical Support Engineer (September 2017 - November 2019)**

- Work with our software engineering team to bring engineering knowledge to our support floor and vice versa.
- Work hand in hand with our Software Engineering team to resolve bugs and add new functionality for our clients.
- Work with our Technical Support Specialists when advanced troubleshooting techniques are required.

### **Tier 2 Technical Support (August 2016 - September 2017)**

- Proactively contacted clients when our software was not running. My job was to troubleshoot the problem. This included re-establishing connections with SQL, MySQL, Postgres, flat file, and various other kinds of databases. It occasionally required me to assist our clients in setting up the environment of the computer to best fit our software.
- I helped to raise the average case closure on my team from two-per-day to 10-per-day by helping my team to understand the “why” behind the technical issues we would receive. My goal was to teach them how to resolve future issues on their own rather than simply fixing the issue for them.

## **Personal Attributes**

- **Communication** - Any successful business, organization, or even team would not be able to stay afloat without communication. This is why it is a huge priority for me in my day to day work.
- **Self Management** - I thrive in self management positions as I hold myself to a very high standard when it comes to anything I do in life.
- **Problem Solving** - I've always enjoyed solving puzzles and presenting new ideas or solutions to solve a difficult problem.

## REFERENCES

GEOFF PARKER - PAST SUPERVISOR - 701.200.3321  
ANN THOMAS - PAST COWORKER - 801.616.7787  
TARYN PAY - PAST SUPERVISOR - 801.678.9314

## SKILLS

**Computers & Software** - I grew up building computers with my dad and playing old school “programming” games. (Toon Talk, anyone?) Now, computers ‘speak to me.’ I intuitively understand Windows, Mac OS, Linux, and almost any application I’ve come across. In my current position I work with JIRA, Confluence, Salesforce, Bomgar, and many other programs on a daily basis.

**Programming Languages** - I am familiar with Javascript, HTML, and CSS - as well as running SQL Queries. I am also expanding my knowledge of databases, API’s, React, and Python. On the side I work with my brother and father learning C# and Java.

**Passion for Learning** - I quickly grasp new concepts and love to learn. I also have a passion for teaching and helping others gain confidence in their abilities, their jobs, and their lives.

## PERSONAL INTERESTS

**D&D** - I have been playing D&D with my family since I was young. I now DM a campaign with my friends. I adore planning content, telling abstract stories, and adjusting everything on the fly to match the story that my players want to tell.

**Robotics** - Robotics is my passion. My pursuit of learning code stemmed from this love. I dream of using it to create prosthetics in the future to assist in raising the living conditions for disabled citizens.

**Animals** - Ever since I was a kid I've loved animals. I enjoy volunteering at animal shelters when I can and have two dogs and three cats.