

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.

TECHNICAL 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 proficient in Javascript (jQuery, NodeJS, AJAX), HTML, and CSS (and css frameworks). I am confident running SQL Queries and am currently expanding my knowledge of databases, API's, React, and Python. On the side I work with my brother and father learning C# and Java.

PROJECTS

WEATHER DASHBOARD - A dynamic webpage that allows you to search for a city and have a forecast displayed with the Temperature, Humidity, Wind Speed, and UV index. Also includes a 5 day forecast.

Languages/Frameworks Used: HTML, CSS, Bootstrap, and Javascript (jQuery and AJAX)

PETS FUREVER - A pet adoption site that allows you to search for a dog based off of certain criteria. This site uses Rescue Groups API and The Dog API to generate adoptable pets and dog facts.

Languages Used: HTML, CSS, UIKit, and Javascript (jQuery and AJAX)

DAY PLANNER - A planner that allows you to enter in a specific task for an hour time slot between 9am & 5pm. Utilizes local storage to store the to-do items.

Languages Used: HTML, CSS, Bootstrap, and Javascript (jQuery)