Dianne Gabriel

Greater Toronto Area, ON | (416) 802-9268
mdianne.gabriel@gmail.com | www.dianne.codes

SKILLS

Adobe Creative, CSS, Figma, Genesys Cloud, HTML, JavaScript, MongoDB, Next.js, Node.js, PostgreSQL, Python, Rails, React.js, REST API, Ruby, SASS, Tailwind CSS, TypeScript, Windows/Mac/Linux

EXPERIENCE

Programmer Analyst   Oct 2021 - Mar 2023
Connex Telecommunications Inc., Richmond Hill, ON

- Developed and implemented a program using Node.js, JavaScript, Terraform, Docker, Jenkins, and Genesys Cloud API that automates contact center creation by providing data from an Excel sheet.
- Wrote the front-end piece for an internal application using CSS, Python, Pandas, and Q360 API to display employee's hours, projects, and workload.
- Utilized JavaScript, React.js, and Genesys Cloud API to create an app for a US-based healthcare client to help monitor contact center metrics.
- Orchestrated the design of a contact center for a US-based software client, leading a project team that delivered a 15% improvement in customer satisfaction scores.
- Provided exceptional technical assistance, achieving a 95% customer issue resolution rate within 24 hours and reducing escalations by 20%.
- Collaborated with team members and clients to facilitate design sessions for custom applications and integrated solutions for contact center purposes.
- Played a pivotal role in User Acceptance Testing (UAT), reducing post-launch defects by 25% and ensuring successful product launches.

EDUCATION

Diploma - Full Stack Web Development   Jul 2021 - Oct 2021
Lighthouse Labs, Toronto, ON

- Developed and deployed multiple full-stack web applications using technologies such as HTML, CSS, JavaScript, Node.js, React, Ruby, and Rails.
- Collaborated with a team of fellow students to complete a group project that utilized Agile methodologies and version control tools like Git and GitHub.
- Demonstrated proficiency in constructing and integrating RESTful APIs and working with databases using PostgreSQL and MongoDB.
- Participated in weekly code reviews and received feedback on code quality and best practices from experienced instructors.

Diploma - Business Marketing   Sep 2014 - Apr 2017
Sheridan College, Mississauga, ON