

# Dianne Gabriel

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Passionate and innovative full-stack web developer with a background in business and marketing. Previously worked as a Programmer Analyst at a telecommunications and consulting company for the past 2 years, I've led the contact center design and project team, built and tested apps integrated with Genesys Cloud, and developed internal/client apps using a versatile tech stack such as HTML, CSS, JavaScript, React.js, TypeScript, Python, AWS, Microsoft Azure, SQL, and more.

## EXPERIENCE

### Programmer Analyst

Feb 2022 - Mar 2023

Connex Telecommunications Inc., Richmond Hill, ON

- Managed the design of a contact center and effectively led the project team.
- Built and thoroughly tested new programs and applications, successfully integrating them into Genesys Cloud.
- Developed and implemented internal and client applications utilizing an array of technologies including Node.js, Javascript, React, Angular, API, Python, and Pandas.
- Provided excellent technical assistance to customers, promptly addressing concerns, and resolving issues across various technical domains.
- Conducted demo sessions and presentations, effectively training and sharing knowledge with both employees and customers alike.

### Junior Developer

Oct 2021 - Feb 2022

Connex Telecommunications Inc., Richmond Hill, ON

- Collaborated with team members and clients to facilitate design sessions for custom applications and integrated solutions for contact center purposes.
- Contributed to the testing efforts by supporting and assisting in User Acceptance Testing (UAT) prior to product launch.
- Demonstrated proficiency in programming languages such as Javascript, Java, Python, and C++ to deliver efficient and effective solutions.

## EDUCATION

### Diploma - Full Stack Web Development

Jul 2021 - Oct 2021

Lighthouse Labs, Toronto, ON

### Diploma - Business Marketing

Sep 2014 - Apr 2017

Sheridan College, Mississauga, ON

## Skills

Windows/Mac/Linux	Git/GitHub	JavaScript/Node.js	TypeScript
HTML/CSS/SASS	React.js	Next.js	Tailwind CSS
Ruby/Ruby on Rails	PostgreSQL	SQL	MongoDB
Genesys Cloud	Rest APIs	Adobe Creative	Python
GCP	Microsoft Azure	AWS	Test & Debugging