

Dianne Gabriel

Full Stack Developer | Software Developer

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SKILLS

Languages: CSS, HTML, JavaScript/ES6+, Python, Ruby, SQL, TypeScript
Front-End Development: Angular, jQuery, Next.js, React.js, SASS/SCSS, Tailwind CSS
Back-End Development: Express.js, Node.js, Rails
Cloud Engineering: AWS, Firebase, GCP, Microsoft Azure
Database: MongoDB, PostgreSQL
Testing: Chai, Jest, Mocha
Design: Adobe Creative, Canva, Figma
Other: Genesys Cloud, Git, GitHub, GraphQL, IVR, OAuth, REST API, Windows/Mac/Linux

EXPERIENCE

Programmer Analyst

Oct 2021 - Mar 2023

Connex Telecommunications Inc., Richmond Hill, ON

- Developed and built a program using Node.js, JavaScript, HCL, Terraform, Docker, Jenkins, and Genesys Cloud API that automates contact center creation by providing data from an Excel sheet, which made implementation 30% quicker.
- Succeeded in creating and integrating a chatbot and web messaging systems using Genesys Cloud along with Salesforce CRM and Dialog Engine Bot Flow, enhancing customer engagement and streamlining communication processes resulting in improved efficiency and customer satisfaction.
- Designed workflows and high-fidelity mockups for the front-end part of an internal application using HTML, CSS, Python, Pandas, and Q360 API to enhance user experience that displays employees' hours, projects, and workloads, in order to have a properly organized workforce planning that suited the company's needs.
- Utilized JavaScript, React.js, and Genesys Cloud API to create an app for a US-based healthcare client to help monitor metrics which helped improve KPI by 10%.
- Orchestrated the design of a contact center for a US-based software client specializing in education, 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%.
- Played a pivotal role in User Acceptance Testing (UAT) and unit testing, reducing post-launch defects by 25% and ensuring successful product launches.
- Responsible for debugging and troubleshooting issues in web applications to maintain high performance and usability.

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