Dianne Gabriel

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SKILLS

Adobe Creative, Angular, CSS, Express.js, Figma, Firebase, Firestore, Genesys Cloud, HTML, JavaScript, Jest, MongoDB, Next.js, Node.js, OAuth, PostgreSQL, Python, Rails, React.js, REST API, Ruby, SASS, Tailwind CSS, TypeScript, Vue.js, 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.
- Wrote the front-end piece for an internal application using HTML, CSS, Python, Pandas, and Q360 API to display employee's hours, projects, and workloads.
- Utilized JavaScript, React.js, and Genesys Cloud API to create an app for a US-based healthcare client to help monitor contact center metrics which helped improve the performance by 20%.
- 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%.
- 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