**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**

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| --- | --- | --- | --- |
| 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 |