

# DIEGO PARRA

Software Developer & Cloud Engineer

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## EDUCATION

### Bootcamp, Cloud Engineering

#### Generation USA

- 📅 02/2023 - Ongoing    📍 Remote
  - Currently enrolled. Upon completion of this 18 week cloud engineering bootcamp, I will have spent over 300 hours learning and gaining experience in cloud computing.
  - Knowledge of Linux, Python, Flask, AWS, DevOps, Git, Docker, Kubernetes, and Terraform to support IT operation related cloud-based environments.

### Full-Stack Web Development

#### Zero To Mastery Academy

- 📅 09/2022 - 01/2023    📍 Remote
  - Completed over 40+ hours of coursework to learn full-stack web development from project initiation to deployment. Built 10+ web development projects, while learning best practices for semantically-written, clean & bug-free code.
  - Learned the following technologies: HTML5, CSS3, JavaScript ES6-ES2022, CSS Grid & Flexbox, Responsive Design, Bootstrap 5, DOM Manipulation, Asynchronous JS, React & Redux Hooks, Git & GitHub, Command Line, Node.js, Express.js, NPM, RESTful API Design, PostgreSQL, SQL, Authentication & Authorization, Scalable Infrastructure, Security, Production & Deployment.

### Bachelor of Arts, Global Policy & International Studies

#### Southern Adventist University

- 📅 2009 - 2016    📍 Collegedale, TN
  - Studied topics such as global health policy, global politics, international relations, sustainable development, and international aid.
  - Completed two semesters of coursework (Aug. 2011 - June 2012) at Istituto Avventista Di Villa Aurora in Florence, Italy, while improving Italian language skills through immersion.
  - Senior Thesis: 'Climate Change and Future Implications on Conflict and Migration'

## CERTIFICATES & CERTIFICATIONS

### IBM Cybersecurity Analyst

Coursera (Ongoing)

### Google IT Support Professional

Coursera (Ongoing)

### Product Management

Skillssoft Percipio, 2023

### Scrum Team Member to Scaled Agile Leader

Skillssoft Percipio, 2023

### Scrum Team Member to Scrum Master

Skillssoft Percipio, 2023

## EXPERIENCE

### IT Operations Analyst

#### Environmental Solutions Group (Dover Corporation)

- 📅 02/2023 - Ongoing    📍 Chattanooga, TN
  - Support end user processes and ticketing for IT support across organizational structures, working closely with the Business Application Manager to ensure technology infrastructure supported project requirements.
  - Design workflows and process strategies to improve targeted business performance, while monitoring and measuring operational IT performance.
  - Coordinate IT SoX Controls compliance for IT infrastructure and work with 3rd party vendors to ensure IT operational performance across the enterprise.
  - Compile and present management reports on IT Operations performance including metrics and project deliverable status.
  - Serve in a project management capacity for IT initiatives. Lead cross-functional teams, utilizing a diverse range of technologies and methodologies such as networking, troubleshooting, system administration, ITIL framework, security protocols, scripting, and development.

### Health Navigator - Digital Lead

#### BlueCross BlueShield of Tennessee

- 📅 08/2022 - 02/2023    📍 Chattanooga, TN (Remote)
  - Conducted educational calls and referred members to health programs. Managed digital work queues and analyzed inquiries/complaints. Led digital outreach efforts to identify at-risk members. Trained and coached team members on digital tools and processes.

### Front End Developer (Intern)

#### Chosn Relationships

- 📅 10/2022 - 01/2023    📍 Remote
  - Collaborated with various teams to execute a growth strategy for the Chosn web app. Participated in development sprints and tracked user engagement and development growth.

### Software Engineer Apprentice

#### 100Devs

- 📅 08/2022 - 01/2023    📍 Remote
  - Collaborated with teams to build modern, responsive web applications using best practices to increase productivity by 20%. Applied agile methodologies such as SCRUM for project management to build semantically structured full-stack web applications.

### International Operations Specialist

#### Steam Logistics

- 📅 02/2022 - 08/2022    📍 Chattanooga, TN
  - Managed end-to-end service for multiple accounts using CargoWise and Salesforce, averaging 100+ shipments per week at 98% QA audit results with minimal financial loss. Provided efficient solutions to decrease cost exposure throughout the supply-chain process. Utilized full understanding of ocean and/or airfreight rates and carriers to provide cost-effective solutions to clients.

### Benefit Specialist - Long Term Disability

#### Unum

- 📅 06/2020 - 01/2022    📍 Chattanooga, TN (Remote)
  - Managed a high caseload of complex claims and obtained appropriate sign offs. Ensured appropriate eligibility requirements, liability decisions, and payee. Optimized results and verified ongoing liability while developing strategies for return-to-work opportunities as appropriate.

## SKILLS

### Frontend

React.js

Express.js

jQuery

Node

MongoDB

Git

Tailwind CSS

Next

### Backend

Express

Node

MongoDB

Git

Python

SQL

MySQL

PostgreSQL

Linux

Flask

DevOps

AWS

Docker

Kubernetes

Terraform

### Professional & Technical

SCRUM

Troubleshooting

Help Desk

Networking

ITIL

ServiceNow

System Admin

Agile PM

Product Management

Jira

Conflict Resolution

Data Analysis

Critical Thinking

## PROJECTS

### AI Image Generator

- 🔗 <https://open-ai-image-generator-dparra801.vercel.app/>
- HTML, CSS, JavaScript, React, Express, Postman, RESTful API
  - This is a full-stack web application that makes use of OpenAI's artificial intelligence model to generate original images utilizing user text prompts.

### QR Code Generator

- 🔗 <https://qr-code-generator-dparra801.vercel.app/>
- HTML, Tailwind CSS, JavaScript
  - This is web application that generates a usable QR code to direct users to a requested website.

### Simple Weather App

- 🔗 <https://simple-weather-app-dparra801.vercel.app/>
- HTML, Tailwind CSS, JavaScript, RESTful API
  - This is a simple weather web application where users can input a specific city and receive basic weather information such as temperature, weather condition, humidity, and wind speed.