

Daniel Sanchez

✉ danwsan@gmail.com in LinkedIn 📄 github.com

Current role

Cloud support analyst III at Hyland Software

Experience

B2B, Enterprise

Technologies

SQL, Salesforce, Windows, JIRA, Oracle, Confluence

In my next role I'd like to learn...

And expand my skillset to support SaaS platforms and APIs. In my current role I support an automated data capture application and I am looking for a new challenge.

Work experience

Cloud support analyst III, Hyland Software 🏢

Sep 2019 – Present (3y 11m)

B2B · Enterprise

- SQL
- Salesforce
- Windows
- JIRA
- Oracle
- Confluence

- Provide expert support to professional services team, enabling seamless customer upgrades.
- Review escalation requests from other analysts to R&D team
- Contribute to improved case management processes and systems through internal testing.

Cloud Support Analyst II, Hyland Software 🏢

Jan 2016 – Sep 2019 (3y 8m)

- Debug VBscript as client needs arise
- Improve customer experience by contributing to customer facing knowledge base
- Mentor and train new team members in product knowledge, case management and process.

Cloud Support Analyst I, Hyland Software 🏢

Nov 2014 – Jan 2016 (1y 2m)

- Provide telephone, email, and remote technical support to partners and direct customers
- Document support issues thoroughly work towards and speedy resolution per SLA deadlines.
- Report to management on status and business impact of high visibility customer cases.
- Leverage QA and Development departments when necessary by creating JIRA change requests for software defects.

Education

University of South Florida

B.S. Management of Information Systems

Snippets

Personal Page @ danws.dev

To demonstrate skills and share more about me, I created a personal page using HTML and CSS. There I will also link other projects I'm working on mainly using Python or JavaScript.

Documentation Contribution to Codecademy @ github.com

As part of my learning journey through a Git/GitHub course one of the projects was to contribute to documentation on Codecademy's reference docs. I decided on an open issue which required updating existing entries for Python. I created a pull request to add three run ready code examples for Python file methods `.truncate()`, `.unlink()`, and `.writable()`.

More about me

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Right now I'm learning...

Python, HTML/CSS, Javascript, Git/GitHub. I'm really interested in learning more about web applications.

Interests

PC Gaming, Sports (mainly football), anything automotive (racing, working on my classic car, attending car shows)