Daniel Sanchez

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

Current role	Cloud support analyst IV at Hyland Software
Experience	B2B, Enterprise
Technologies	SQL, CSS, HTML, Python, Salesforce, JIRA, Git, REST API

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 IV, Hyland Software 🏢   Nov 2014 – Present (8y 10m)

B2B · Enterprise

SQL   CSS   HTML   Python   Salesforce   JIRA   Git   REST API

- Achieved promotions from level 1 to senior/level 4 role through to consistent performance and contributions
- 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.
- 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.
- Providew 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.

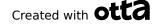**IS support intern, Seminole Electric Cooperative** 🏢   Jan 2013 – Apr 2014 (1y 3m)

- Managed hardware/software for end user needs assembling hardware, software configuration
- Spearheaded documentation overhaul, in preparation of new IS intern program.
- Provided internal end user support via telephone/in-person mediums.

Education

University of South Florida

B.S. Management of Information Systems

Created with **otta**

Snippets

Personal Page 🔗 **danws.dev**
To demonstrate skills and share more about me, I created a personal page using HTML/CSS and is hosted via GitHub pages. This is currently under construction and I plan on linking 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 requested assignment to an open issue which required updating existing entries for Python. Then using their guidelines 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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Interests

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

Right now I'm learning...

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