

# FIORIE TELLEZ

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## PROFESSIONAL SUMMARY

Tech is where I thrive, where I can truly create and do incredible things. I'm a skilled web developer with solid experience in HTML, CSS, CSS frameworks, JavaScript/Jquery, Node.js, and more. I'm eager to learn and master any and all technologies that come my way. Looking to join a team who value creating beautiful, functional, and helpful products as much as I do.

## SKILLS

- Technical issues analysis
- Debugging proficiency
- MySQL
- HTML
- Javascript
- Jquery
- Git
- CSS
- Node.js
- React
- XML
- CSS frameworks
- Firebase
- Version control
- Data management
- User interface understanding
- Product testing
- Operating Systems

## EDUCATION

University of Arizona  
Tucson, AZ • Current

*Certification:* Full Stack Web Development

Free Code Camp

*Certification:* Full Stack Web Development

## WORK HISTORY

Jonas Software USA Inc. - Software Support Specialist  
Phoenix, AZ • 05/15 - Current

- Collaborated with developers and performance engineers to enhance supportability and identify performance bottlenecks.
- Translated technical concepts and information into terms all parties could easily comprehend.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Broke down and evaluated user problems using test scripts, personal expertise and probing questions.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Engaged end users and answered questions via email, phone, website live chat and in forums.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Provide technical training to co-workers and new staff.
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.
- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Set up and controlled user profiles and access levels for each database segment to protect important data.
- Performed regular database backup.
- Improved application's performances.
- Provided 2nd and 3rd level technical support and troubleshooting to internal and external clients.