

JOHN DIEGO

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EDUCATION

University of Washington | Seattle, WA

Mar 2018

B. Sc. Informatics, Information Architecture

Cum. GPA: 3.40 / 4.0

Coursework: Full Stack Web Development, Data Structures and Algorithms, Software Architecture, Database Management Systems, Computer Programming in Java and C / C++, Intro to Data Science

Awards: Deans List - 5 quarters

TECHNICAL SKILLS

Strong: JavaScript, React, TypeScript, Node.js, HTML, CSS

Experienced: Go, Java, Git, Docker, SQL, Unix/Linux

Classroom Only: C, R, Python

PROJECTS

react-slack-clone – TypeScript React, Go, Redis, MongoDB, Node.js, RabbitMQ

Developed an authenticated multi-channel messaging system using Typescript React and WebSocket for the front-end. Complementing the frontend, designed a RESTful API server in Go and Node.js in a microservices architecture style. Used a combination of Redis and MongoDB for storing session state and messages respectively. Also developed a chatbot microservice with Node.js and Wit.ai to answer chat commands.

uwrouting – JavaScript, Node.js

Developed a web tool in a form of a Chrome/Firefox extension which adds custom keyboard shortcuts to the internal web ticketing system (ServiceNow) used by the UW-IT Service Center's Email Analyst team. Each shortcut auto fills forms accordingly, expediting ticket routing to other service groups. Applied Node.js' fs module to automate the creation of the application user guide documentation.

bloom – React, Go, Redis, MongoDB

Collaborated with API Chaya to develop an online publishing platform where users could create, edit, and share their personal stories. Utilized React for the web client and Go for the server RESTful API. Previously was the featured capstone on the front page of the iSchool website.

WORK EXPERIENCE

Student Email Analyst SME @ UW-IT Service Center | Seattle, WA

Feb 2015 – Jun 2018

- Managed high priority incidents, handling communications between end users and Tier 2/Tier 3 support.
- Handled first response to an average of 300 emails daily within the helpdesk email queue, ensuring efficient customer response time and SLA standards.
- Documented FAQ articles about the services the UW-IT Service Center offered, contributing to the UW-IT routing knowledge database.

Student Assistant @ UW-IT Service Center | Seattle, WA

Jun 2014 – Feb 2015

- Performed Tier-1 support for a wide variety of UW affiliates, troubleshooting topics including UW email, web development, account services, and network issues.
- Answered 50+ technical support phone calls and emails daily, while consistently meeting high customer service standards.
- Used internal tools, commonly Linux command-line, in order to perform daily job tasks