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
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 and Go and Node.js for the RESTful API server. Designed the server architecture as three microservices each deployed as a Docker container. 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 Chrome/Firefox extension which adds custom keyboard shortcuts to the internal web ticketing system (ServiceNow) used by the UW-IT Service Center. 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, a Seattle NGO, to develop an online publishing platform where victims of violence could create, edit, and share their personal stories. Used 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**
- Maintained an average of 300 emails within the incoming email queue daily, ensuring an efficient customer response time.
- Authored reference and FAQ articles, contributing to the UW IT routing knowledge database.
- Managed high priority incidents, handling communications between users and Tier 2/Tier 3 support.

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 hosting, account services, and network issues.
- Answered 50+ technical support phone calls and emails daily, while consistently meeting high customer service standards.