

Joey Diaz

Web Developer

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🏠 Miami, FL

🌐 github.com/joeydiaz83

Relevant Experience

Technical Services Engineer @ Aquicore

Jan 2020 – May 2020 // Fully remote, Miami FL

- ▷ As part of the Tier I Support Team, worked with clients to troubleshoot their data quality issues and ensured their data integrity
- ▷ Provided proactive engagement with clients to maintain their data quality
- ▷ Prevented data outages and offline gaps
- ▷ Issued support for Aquicore devices in an expeditious and client-focused manner
- ▷ Followed all key SLAs as defined by the team and expedited to Tier II Support to the appropriate parties
- ▷ Maintained an expedited client response and resolution time
- ▷ Served a dual role, worked with the Product Development Team to take over any backend data work along with Tier I Support roles to cover any existing customer communications
- ▷ Provided real time assistance to clients with issues on the Aquicore platform via the Intercom customer messaging platform
- ▷ Helped several members from my team and other teams with database queries that facilitated and streamlined their manual tasks

Technical Support Engineer @ Aquicore

March 2019 – December 2019 // Plantation, FL

- ▷ As part of the Tier II Support, worked closely with the rest of the Product team to fully understand the desired features and functions of the platform
- ▷ Gained a full understanding of the needs of both, internal and external customers in order to design solutions that solve those needs while maximizing organizational value
- ▷ Delivered production features and bug fixes in a timely fashion while applying agile methodologies
- ▷ Completed code reviews, applied strong attention to quality
- ▷ Engaged in frequent communication with my peers to maximize learning and feedback
- ▷ Interacted closely with all Aquicore platform users to ensure they were successful accomplishing whatever task they intended to perform
- ▷ Promoted the self-service use of the platform versus performing tasks on behalf of users
- ▷ Automated as much as possible and ensured everything done for the customer is repeatable and maintainable

Web Developer @ Entic

November 2016 – February 2019 // Pembroke Pines, FL

- ▷ Optimized MySQL queries to allow web applications to retrieve data more efficiently
- ▷ Designed and implemented features using PHP, JavaScript, and jQuery to enhance user experience and usability with our frontend application
- ▷ Rewrote algorithms and queries to adjust to new requirements for new clients not implemented before
- ▷ Created PHP scripts to perform C.R.U.D. operations on multiple databases simultaneously
- ▷ Managed onboarding process of new clients by deploying new code changes using Jenkins
- ▷ Created test cases to ensure code changes were correctly handled and ran regression tests on my local machine and our Stage environment before pushing to Production
- ▷ Worked with management in strategically creating a plan to handle bug fixes and client requests
- ▷ Collaborated with Senior Engineers to get a better understanding of our code base prior to making code changes based on new requirements and constraints

Skills

Programming Languages

JavaScript (ES6), HTML, CSS, Python, PHP

Libraries & Frameworks

jQuery, React, Node.js, Express

Tools & Platforms

Git, Webpack, Heroku, Docker, AWS, Intercom, Amplitude, SendGrid, Salesforce, Jira, Glynt, Confluence, Bitbucket, Slack

Education

Miami Dade College

2017 // Miami, FL

Bachelor of Science Degree in
Information Systems Technology /
Mobile Apps Minor

Languages

English (fluent)
Spanish (native)
Euskara (proficient)

Other Qualifications

Analytical, detail oriented, self-starter and multitasker

Work diligently on long, tedious assignments

Maintain excellent interpersonal communication, time management, and problem resolution skills

Successful working in both, team and self-directed settings

Letters of recommendation from most recent job:

- CEO & Founder
- VP of Delivery and Support
- Director of People

Available upon request