DIEGO QUINTANILLA
CUSTOMER SUCCESS MANAGER

✉ diequintanilla@gmail.com 📞 2148865260 📍 Dallas, TX
in linkedin.com/in/diegoquintanilla/   kn1ghtm0nster

EDUCATION

Springboard Software Engineering Career Track — Dec. 2021 to Current
9-month intensive course in Software Engineering methodologies and technologies

North Lake Jr. College — Fall 2014 to Winter 2014

Nimitz High School — Aug. 2010 to June 2014
General Education 2014
High School Diploma

SUMMARY

I am seeking a challenging and rewarding position in a professional software developer environment where my training and skills can contribute to maintaining an application for external or internal users due to switching career paths from Account Management to Software Developer.

SKILLS

CORE LANGUAGES: HTML, CSS, Python, SQL, Javascript
FRONTEND TECHNOLOGIES: Bootstrap 5, Bulma, JQuery, Axios, Jinja 2
BACKEND TECHNOLOGIES: PostgreSQL, SQLAlchemy, Flask SQLAlchemy, WTForms, Flask WTForms, Node.js
WEB FRAMEWORKS: Flask, Express.js
ADDITIONAL SKILLS: Salesforce Case Logging Experience, Microsoft Excel

EMPLOYMENT

MACRO HELIX LLC
Dallas, TX
Customer Success Manager
Oct. 2020 to Current
- Provided point of contact services to smaller clients to resolve urgent support tasks in a timely manner which helped increase relationships between company and clients.
- Attended regular meetings with developers to provide direct feedback from clients on application which helped direct upcoming sprints.

Dallas, TX
Sr. Product Support Analyst
May 2019 to Sept. 2020
- Assisted hospital administrators in making financially impactful changes to their software settings in a timely manner.
- Worked with large retail accounts to resolve special projects which helped improve relationships between hospitals, our software, and the large retail acocunts.

Dallas, TX
Product Support Analyst
Sept. 2017 to Apr. 2019
- Assisted hospital clients with inquiries on our software and how to analyze the data effectively.
- Provided feedback on various projects to enhance our software for both internal and external users with our development team based on client feedback.

CVS CAREMARK
Richardson, TX
Prior Authorizations Representative
Sept. 2015 to Sept. 2017
- Effectively resolved insurance rejections and other billing issues.
- Provided feedback to leadership on worker tasks which helped better organize workflow to increase efficiency.

PROJECTS

POKE-FORUM

MEMORY GAME

GIPHY SEARCH

CURENCY CONVERTER

AWARDS

Udemy – Colt Steele · THE MODERN PYTHON 3 BOOTCAMP   Mar. 2021

Udemy – Colt Steele · THE WEB DEVELOPER BOOTCAMP 2022   Nov. 2021