LILIANA HISSONG

SUMMARY

Capable and experienced in helping users correct problems with computer systems, mobile devices and peripheral equipment. Skilled at working alone to investigate and fix problems.

EXPERIENCE

Lead Software Support/Quality Assurance
Shotzoom Software | Tempe, AZ | June 2015 - Current

- Identified issues and implemented appropriate solutions to deliver quick and effective remediation.
- Responded to assistance requests from users and directed individuals through basic troubleshooting tasks.
- Utilized advanced software technical expertise to improve support processes and streamline customer service actions.

Housing And Supportive Services Case Manager
CASS | Phoenix, AZ | May 2011 - June 2015

- Completed administration work and paperwork for clients. Conduct intake interviews to identify critical customer issues and develop client-focused case plans.
- Review case plan with customer, providing resource information, referrals, ensuring easy understanding of customer identified goals. Support customer in achieving case plan goals, escalating customer concerns to internal and external stakeholders.
- Support customer in achieving case plan goals, escalating customer concerns to internal and external stakeholders. Continuously engage with customers as needed. Effectively communicate online with other internal and external teams. Acting as a voice of the customer.
- Created educational information and conducted trainings for one to four team members at a time. Maintain a continuous caseload/customer base of 55 at any given time. Document and track customer progress notes in HMIS data management system, always maintaining deadlines.

WEBSITES, PORTFOLIOS, PROFILES

- https://github.com/lilyhi
- https://lilyhi.github.io/TBD
- LinkedIn

CONTACT

- 602-349-1267
- lilyygf@gmail.com
- Phoenix, AZ 85003

SKILLS

- Troubleshooting skills
- -
- -
- -
- -

Languages, Frameworks, Systems

- HTML
- CSS
- Git
- JavaScript
- jQuery
- Web APIs
- Bootstrap
- Bulma
- Handlebars
- React
- Node.js
- OOP
- Express
- Sequelize
- MySQL
- MVC design pattern
- ORM technique
- TDD process
- Jest
- REST APIs
- MongoDB
- Mongoose
- GraphQL
- MERN stack
- PWAs
- Insomnia
- Heroku
- MongoDB Atlas

EDUCATION AND TRAINING

Full Stack Development Certificate

University of Arizona, Tucson, AZ

Associate of Arts
Phoenix College, Phoenix, AZ

LANGUAGES

English

Spanish