

# Mia Matos

## Software Engineer

Phoenix, AZ  
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http://mcat97.github.io/

Software Engineer with 5 years of experience. Passionate about delivering quality code and documentation. Skilled at troubleshooting software bugs, debugging, and collaborating with cross-functional teams to deliver high-quality solutions.

## Work Experience

### Zylo

#### Software Engineer and Project Manager

Mar 2021 – Aug 2024

- » Developed 3 new integrations by custom-building internal connections utilizing external APIs, resulting in a 30% increase in data accessibility.
- » Authored comprehensive technical documentation for onboarding, troubleshooting, and supporting the integration of new technologies. Improved team efficiency and knowledge transfer.
- » Triaged, debugged, and fixed complex software bugs, resulting in an increase in system stability and user satisfaction.
- » Contributed to code review process, ensuring 100% adherence to best practices and coding standards, leading to higher quality and more maintainable codebase.
- » Managed a Technical Support Engineering team, successfully resolving issues within Customer Success's SLAs, leading to a 25% reduction in average ticket resolution time

### Octo Consulting

#### Software Engineer and Scrum Master

Jun 2019 – Mar 2021

- » Directed the communication of team's final program increment plan to program management and stakeholders, ensuring alignment while communicating timelines and budget requirements.
- » Managed high complexity dependencies and risks between teams, aligning stakeholders and escalating as needed, resulting in successful delivery of 100% of programs.
- » Modernized monolithic service from OSGi to SpringBoot to support containerization and improve maintainability.

## Skills

**Engineering:** Debugging, Java, JavaScript, Node.js, Python, SQL, Typescript

**Tools:** AWS, Confluence, Docker, Github, Jira, Postman

## Education

### Bachelor of Science in Computer Science

University of Wisconsin – Parkside  
Kenosha, WI

## Volunteering & Leadership

### Zylo

Mar 2023 – May 2024

DEI Chair