Michelle Medina

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LinkedIn: linkedin.com/in/michellemed | GitHub: github.com/mmedina3

PROFESSIONAL EXPERIENCE

Support Engineer
San Francisco, CA
July 2018 - Present
Mixpanel

- Solve challenging technical problems and empower users to learn from their data using Mixpanel's cross-platform analytics tools
- Leverage product expertise to guide clients in all facets of integrating Mixpanel in web, mobile and server environments
- Work as support lead in product groups, bridging customer feedback with development teams
- Maintain 93%+ customer satisfaction rating while handling complex technical escalations
- Develop and implement Quality Assurance processes to improve support workflows

Founding STEM Teacher – 4th Grade Mathematics
Oakland, CA
July 2016 - July 2017
KIPP Bridge Academy

- Developed an integrated 4th grade mathematics curriculum, resulting in 63% improvement by 2nd Quarter
- Tracked learning growth and created performance report cards for parents on bi-weekly basis
- Conducted teacher-parent conferences weekly to improve student participation and elevate performance

Language Arts Teacher
Miami, FL
Aug 2014 - June 2016
Teach For America - Miami-Dade County Public Schools

- Assessed and analyzed 180+ students' progress, strategized and differentiated instruction based on learning needs
- Increased end of year proficiency by 75%+ per class period through targeted intervention strategies
- Successfully applied for and received $1,000 Chevrolet grant for classroom book resources

EDUCATION & TRAINING

Software Engineer Apprentice
San Francisco, CA
Jan 2018 - July 2018
Techtonica

Intensive 6-month full-stack development program providing tech training to Bay Area women and non-binary adults.
• Full-Stack Developer: HTML/CSS, JavaScript, React.js, Node.js, Express.js

Bachelor of Arts in Sociology
Santa Cruz, CA
Sep 2008 - Dec 2012
University of California, Santa Cruz

Concentration: Latin America and Latino Studies

TECHNICAL SKILLS

Programming Languages
JavaScript, HTML/CSS, SQL

Frameworks & Libraries
React, Node.js, Express.js

Tools & Platforms
Git, MongoDB, MySQL, Bash, Web Inspector

Languages
English (Native), Spanish (Fluent)

VOLUNTEER EXPERIENCE

Food Distribution Volunteer
Los Angeles, CA
2020 - Present
Los Angeles Regional Food Bank

Support food distribution operations to help provide essential resources to families in need throughout the Los Angeles community

Event Lead & Mentor
San Francisco, CA
July 2018 - 2020
Women Who Code

Facilitated and mentored weekly JavaScript women's study group, supporting career development for women in tech