Nathaly Herrera | Software Engineering | NYC, NY
[Email](#) | [Portfolio](#)

Summary

I am a dependable professional with eight years of experience in a high-pressure environment. I've dedicated myself to learning software development and I'm highly motivated to pursue a career in this dynamic field, drawn by continuous learning and adaptability. My personal goals include travel, cultural exploration, and skill development. I possess patience and tact when handling complex tasks.

Skills

HTML, CSS, JavaScript, React, Node.js, Express, Heroku, MongoDB, Git, GitHub, Figma

Projects

[Disney Mania!](#) – A front-end application offering a random Disney TV show and movie search engine. It integrates data from two APIs and presents it in a responsive format.

[Gettin' Quizzy Wit It](#) – A React-based app featuring 90's themed quizzes sourced from a custom-built Airtable API. It provides a responsive interface, enabling users to take multiple quizzes and contribute new questions.

[RNLH](#) – A full-stack React application with MongoDB backend, offering luxury product shopping. Features user authentication, enabling personalized experiences, product listing, editing, and deletion. Developed as a group project.

[Situater](#) – A full-stack React application using Python and PostgreSQL for one-to-many database relationships. Allows users to discover travel destinations and associated attractions. Includes user authentication and the ability for signed-in users to manage locations and attractions.

Experience

Technical Solutions Engineer I | Datadog | Apr 2022 - Jul 2023

- Proficiently utilized Zendesk, Jira, and Confluence for daily task management
- Developed extensive product knowledge through meticulous review of technical documentation
- Enhanced product documentation by proactively updating it when necessary
- Collaborated within pods to effectively diagnose and resolve customer issues
- Provided multi-channel technical support to over 30 new cases weekly, conducted demos, and presentations to educate and assist clients using the platform
- Resolved technical support requests through ticketing systems, live chat, and screen sharing tools, showcasing expertise in Datadog's 400+ integrations
- Actively gathered and shared customer feedback to drive product improvements

- Specialized in RUM & Synthetics product areas, serving as a highly knowledgeable resource for both internal teams and clients

Revenue Analyst | Row NYC - Highgate Hotels | Aug 2017 – Oct 2020
Times Square- Theater District property with 1331 rooms
- Participated in monthly website analytics calls (Review SEO & Google Analytics)
- Performed monthly audits of the website
- Made minimal updates via WordPress and worked with website management team
- Set and analyzed pricing trends & created dynamic promotions
- Built promotional pages via rate plans on Pegasus CRS
- Set up daily pick up/ market segment reports and updated all Month-End reporting
- Managed Room Inventory & FIT blocks
- Assisted in budget and forecast process & weekly revenue meetings

Education
Software Engineering Immersive | Oct 2021 - Jan 2022 | General Assembly
Break Into Tech | Nov 2020 | Skillcrush.com
BA Hospitality & Tourism Management | Graduated 2015 | Pace University

Certificates:

Certificate of Completion, Software Engineering | General Assembly | Jan 2022
Software Engineering Fellowship
- Learning different languages, frameworks and databases
- Building & designing dynamic applications for great user experience
- Consistently studying algorithms & data structures
- Working on lab work in groups and problem solving issues
- Gaining knowledge on the terminal and its correlation to GitHub
- Submitting pull requests, issue tickets & used kanban boards for projects on GitHub
- Deploying sites on GitHub pages, Netlify & Heroku
- Designing wireframes on Figma
- Utilizing Postman to perform CRUD requests on API's
- Utilizing MongoDB Compass & Atlas to set up databases

Responsive Web Design | FreeCodeCamp.org | April 2021
Coding Fundamentals I & II | Grasshopper App | June 2021