

DANIELA VERA

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<https://github.com/nenadev21>

Collaborative and people-centric Junior Front End Developer. Experience applying customer advocacy and human-centered design throughout the process of software development and implementation. Have performed a diverse range of roles, which have contributed to the development of a holistic understanding of human behavior, root cause analysis, and business models. Experience working in multicultural teams at large organizations and startups in Latin America and the USA. Passionate about the process of innovation and creating value for users. Resourceful, empathetic, analytical, and dedicated. Fluent in Spanish.

Competencies: HTML | CSS | Javascript | Bootstrap | Git | Github | APIs | Agile | Dev-Ops | QA | Design Thinking | Customer Journey Mapping | User Research | Product Management | UX/UI | Innovation | Customer Success | Advocacy | Business Models | Employee Experience | L&D | Performance Management | Adult Learning

Professional Experience

Gain Life - <https://www.gainlife.com/>

General Catalyst-backed seed stage startup that helps injured, ill or disabled employees return to work faster. It leverages process expertise, behavioral science, and technology to deliver a better experience for both employees and organizations.

Customer Success & Operations

02/2020 - Present

Associate Product Manager Intern

06/2019 - 01/2020

- Lead customer success function - mapping processes, customizing software, and partnering with champion(s) to roll out software to new customers.
- Configure and verify customer production environments for deployment of software updates to existing customers, working collaboratively with Lead Developer to identify and resolve issues.
- Advocate for customers, supporting them towards system adoption, troubleshooting issues, monitoring project health, and providing feedback to the product team on emergent needs.
- Support QA efforts, executing testing plans, investigating bugs, and verifying their resolution.
- Execute customer research, including but not limited to designing and running qualitative research and identifying and resolving user's friction points.
- Participate in agile working practices such as scrum meetings and sprints.

Kind Screen - <https://www.kindscreen.com/>

Edtech startup born out of Harvard University's Innovation Lab. It focuses on helping parents to connect with children and teach them Life Skills (Social-Emotional skills) through fun guided conversations and activities. Operations in Chile and USA

Project Manager Assistant - Recruiting, Operations & UX Research

11/2018 - 11/2019

- Support users' recruiting according to criteria, outreach, and consent.
- Conduct interviews, user observation, and usability testing.
- Analyze and articulating research findings.
- Apply design thinking methodologies to build personas and customer journeys.

Thyssenkrupp - <https://www.thyssenkrupp.com/en>

German multinational conglomerate with more than 155,000 employees in 78 countries and annual sales of almost €43 billion. Focused on innovative technologies, advanced engineering, and steel production.

HR Business Partner

12/2013 to 11/2018

- Managed the overall Performance Cycle process and employee engagement.
- Supported the talent management processes including talent reviews and succession planning.
- Partnered with leadership to improve and enhance the overall employee experience.
- Assessed organizational capabilities to achieve business goals and delivered solutions to address gaps.

Sodexo - <https://www.sodexo.com/>

French multinational company, with more than 470,000 employees in 67 countries and annual sales of €22 billion. Focused on food services and facility management.

HR Business Partner

10/2010 to 09/2012

- Supported Managers on implementing HR corporate strategy and policies.
- Addressed and solved Union's representatives and employees' concerns proactively.
- Advised Managers regarding productivity and organizational effectiveness.

Aconcagua Foods - <https://www.aconcaguafoods.cl/en>

Agroindustrial company, with more than 1,200 employees and annual sales of US\$140 million. Focused on offering processed fruits and vegetables to the food industry and final customers in more than 40 countries.

Organizational Development Specialist

06/2007 to 05/2010

- Implemented the first employee survey and collaborated with the strategic planning process.
- Managed the overall Performance Cycle process and employee engagement.
- Assessed organizational capabilities to achieve business goals and delivered solutions to address gaps.

Education

Front End Web Development Bootcamp, **SheCodes**, USA. 2020 to date.

Relevant topics: HTML, CSS, JavaScript (ES6), Git, GitHub, APIs, and React

Certificate in Advanced Management, Babson College, Wellesley, MA, USA. 2019.

Relevant projects:

- Design thinking applied to older adults' mobility challenges. Partnership with The Toyota Foundation. Performed 50+ in-depth interviews, secondary research, and analysis.
- Design thinking and prototyping applied to graduate education challenges. Performed 20+ in-depth interviews, secondary research, and user testing.

Bachelor of Science: Organizational Psychology, P. Universidad Católica de Chile. Santiago, Chile. 2005.

Awards & Volunteer Experience

- First prize at Techstars Global Startup Weekend Women's Edition
- Full academic scholarship
- Connector & Community Facilitator at Impact Hub Boston
- Community Ambassador at AmplifyX