Nicolas Diaz

Technical Customer Success

CONTACT

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📍 Charlotte, NC

EDUCATION

BACHELOR'S DEGREE, BUSINESS ADMINISTRATION
University of Central Florida |
Orlando, FL
Aug 2014 – Aug 2017

FULL STACK WEB DEVELOPENT, CERTIFICATE
University of Central Florida |
Orlando, FL
Aug 2023 – Feb 2024

TECHNICAL SKILLS

JavaScript
HTML
CSS
Bootstrap, Tailwind
Git
jQuery
JSON
React
MySQL + Sequelize
NoSQL + MongoDB
REST
GraphQL
Node.js
Express.js

SUMMARY

Full Stack Web Developer versed in both front and back-end development. Highly focused and motivated to reach and exceed goals through collaboration, critical thinking—and adhering to a can-do/must-do/will-do work ethic. Success in several industries helping to enhance workflow, increase sales, increase platform usage, and solve problems. A practical and persuasive asset for any new or existing team.

WORK EXPERIENCE

TECHNICAL SUCCESS MANAGER - GROWTH
CircleCI | October 2022 – Current

- Analyze YAML configuration files to identify areas for optimization, then have in depth conversations with development team around implantation recommendations.
- Regularly review team performance metrics compared to suggested benchmarks, and partner with development team to improve these metrics.
- Conduct onboarding sessions where customers are introduced to new and existing features that help them make the most out of their investment - resulting in an 85% engagement within newly onboarded customers.
- Orchestrate collaboration with Sales, Support Engineering and DevOps Engineering teams, bringing the customers a resolution within 24 hours to complex programming and commercial challenges.
- Consistently meet and exceed expectations of all key objectives of revenue growth, high value activities, churn prevention, and call-to-action completion.

ISSUE RESOLUTION SPECIALIST
Better.com | July 2020 – May 2022

- Performed root-cause analysis on mortgage loan issues and ongoing challenges.
- Served as key point of contact for interdepartmental collaboration.
- Reviewed and assessed all pertinent documentation to meet federal and state regulations.
- Supervised four sales associates.
- Organized and hosted daily strategic planning sessions both one-on-one and in groups to discuss and evaluate goals and KPI metrics.

➤ Accomplishments: Effectively managed 40+ deadline-oriented projects simultaneously | Increased funding volume by 12% | Reduced cycle times by 24% | Increased team production by 58% | Increased lock-to-fund conversation rate by 7%.

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OTHER SKILLS

Adaptability
Problem-solving
Critical Thinking
Root Cause Analysis
Collaboration
Quality Assurance
Relationship Management
Leadership

AWARDS

Supporter of the year
SnackCrate | Pensacola, FL
January 2020

INTERESTS

Travelling
Photography
Reading
Exercise + Sports
Live Music
Personal Projects

WORK EXPERIENCE (cont.)

LEAD CUSTOMER SUCCESS SPECIALIST
SnackCrate | March 2019 - July 2020

- Developed quality assurance process for internal sales teams.
- Maintained continuous professional communication protocols for all customer relations needs.
- Provided timely support, information, and guidance to international customers to resolve all issues.
- Compiled and organized relevant financial data to help mitigate corporate disputes.

Prior Experience Includes:

- **Beroset & Keene Attorneys at Law** | Legal Assistant
- **Navy Federal Credit Union** | Delinquency Control Counselor