Denise Paniagua

Software Engineer in Kansas City, MO

I enjoy improving the experience the customer has when using a service for the first time, or resolving an issue so they leave with a better perspective.

PHONE 210-965-6016 | **EMAIL** obeythecupcake@gmail.com
GITHUB My GitHub | **LINKEDIN** My LinkedIn

WORK EXPERIENCE

Customer Success Lead — Bungii, Kansas City MO

January 2020 - Present

- Work with customers and drivers for support before, during, and after deliveries. Also work with internal teams to execute projects and implement new business partnerships.
- Work with partners directly to execute and/or resolve issues before, during, and after delivery.
- As a Lead, I also work with my team on a daily basis to provide support they need to succeed as well, including training, huddles, guidance to resolve issues and taking escalations in real time.

Pre-services Specialist— Cerner, Kansas City MO

June 2019 - January 2020

- .Handle Personal Health Information for clients, contacting insurance companies and other health care providers to work with patient data, contact patients to verify information and discuss upcoming appointments, collect payment as needed for clients before appointment.

Field Expert — Enjoy Technology, Kansas City MO

August 2018 - June 2019

- Exceed sales objectives, problem solve any and all technology issues during delivery.
- Deliver products to customers, Organize home visits in a timely manner, and stay up to date with the latest technology trends.

Client Service Advisor — TaskUs, San Antonio TX

January 2018 - August 2018

- Provide troubleshooting with application content and advise best approach to marketing on social media platforms.
- Customer service through email and chat features.

Tech Support — Apple, San Antonio TX

September 2014 - February 2017

- Provided technical support and information about Android, iOS, and Windows 8 devices to 5-10 customers per day.

SKILLS

PROGRAMMING LANGUAGES

- **Java**
- **JavaScript**
- **HTML5/CSS3**

FRAMEWORKS

- **.NET**
- **AngularJS**

DATABASES

- **MySQL**

TOOLS

AWARDS

GlobalHack Grand Prize Winner for group responsive web application to match those at risk of becoming homeless with actionable next steps and relevant resources

- Troubleshoot hardware and software problems on multiple customer devices at a time running iOS software.

PROJECT EXPERIENCE

Example Project Name — Bluetooth Social Networking

- Exmple

EDUCATION

LaunchCode, LC101 Programming Course — 2022

First Lastname

SOFTWARE ENGINEER IN ST. LOUIS, MO

PHONE 123-456-7890　|　**EMAIL** you@email.com
GITHUB YourPortfolioLinkGoesHere　|　**LINKEDIN** YourLinkedInLink

This is your **brief** headline statement. I.E. — I care about solving problems that inhibit people from understanding one another. By attaining a better understanding of those problems, I strive to implement solutions that connect us.

LANGUAGES		FRAMEWORKS			DATABASES	TOOLS
• C#	• Java	• .NET	• AngularJS		• MySQL	• Tool 1
• Python	• Ruby		• Another		• MongoDB	• Tool 2
• JavaScript	• HTML5/CSS3	• Rails			• Another	
		• Another				

WORK EXPERIENCE

Job Title, Company Name, Location, Month 20XX – Present
- This is your brief job description. Include accomplishments related to your key responsibilities with specifics about relevant skills.
- Use action verbs to quantify the impact of your work.

Junior Software Developer, Company Name, Location, Month 20XX – Month 20XX
- Design, implement, test, and deploy native iOS and Android applications used by 3,000+ users.
- Prototype UX designs for 3 different interactive web applications ensuring responsive design.
- Evaluate thousands of lines of code to ensure validity, proper structure, and compatibility with various browsers, devices, and operating systems.

Tech Support, Company Name, St. Louis, MO, Month 20XX – Month 20XX
- Provided technical support and information about Android, iOS, and Windows 8 devices to 5-10 customers per day.
- Troubleshoot hardware and software problems on 10 company laptops running Windows OS.

PROJECT EXPERIENCE

Example Project Name — Bluetooth Social Networking
- Designed UI for iOS & Android Apps. Launched Mobile app, with 5,000 downloads in the first month.
- Reached 30% market penetration at Illinois college campus and peaked at 10,000 users.
- Rebuilt second iteration of backend in Rails: designed as a RESTful API to support ~3,000 MAU.

EDUCATION

LaunchCode, LC101 Programming Course — 2018
College Name, B.A. English Literature — 2010