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DIYA O'BRIEN

Front-End Web Developer,
UI & UX Designer

/ CONTACT INFORMATION

Cell: 615-681-9952
Email: dbrien.diya@gmail.com
LinkedIn: www.linkedin.com/in/diya-obrien
GitHub: github.com/pancakes-because

/ TECHNICAL SKILLS

Javascript
HTML
CSS
React
Bootstrap
Git/Github
Documentation Writing
User Story Writing
Proposal Writing

/ PROJECTS

Hello, Hotcakes!

https://github.com/pancakes-because/hello-hotcakes

- A solo project using *React* and *CSS*
- Designed and created an online food order service for a fictional restaurant

World's Worst Website

https://github.com/vanessaspear/worst-website

- A group project using *Javascript* and *CSS*
- Designed and created a "bad" travel website meant to confuse users while they try to book a flight to another planet

/ ABOUT ME

I've always enjoyed using my imagination to approach implementing plans and overcoming challenges from different angles.

A career in front-end web development/ design blends my love of logic and creativity, so I can do what I'm passionate about everyday.

/ DEVELOPER & DESIGNER EXPERIENCE

Apprentice Application Developer & Designer

Nashville Software School (NSS)
September 2022 to Present

Development

- Daily hands on application of development fundamentals and principles through group and individual projects reflecting real world business problems
- Source code version control with Git/GitHub
- Project management/tracking with Github Projects & Issue Tracking
- JavaScript fundamentals leveraging DRY, modular, readable code and reusable components
- DOM manipulation and AJAX calls with jQuery
- Built single-page applications in the React framework leveraging HTML, CSS, and JavaScript
- Task Automation with Grunt: Linting with JSHint, module bundling with Browserify, SASS compilation
- Styled applications with the CSS framework Bootstrap and wrote custom styles with SASS; CSS Grid and Flexbox
- Deployed applications through Firebase and GitHub Pages

Design

- Create user stories based on assessment of user experience and workflow
- Produce visual & interactive design with strategic use of typography, layout, color, motion, and behavior
- Convey interactive story ideas and complex interactions with wireframes or prototypes
- Applied corporate style guides and pattern libraries to new applications and web sites
- Focus on user experience with intentional design around speed, efficiency, and smooth functionality

/ PROFESSIONAL EXPERIENCE

Kindful

Kindful is a tech company and a subset of Bloomerang. The company designs and develops CRM software for non-profit organizations.

Senior Support Specialist

October 2020 to August 2022

- Trained and supported new support specialists joining our team
- Collaborated with software engineers completing paid services for customers that required advanced knowledge and additional attention
- Wrote documentation and templates to educate team members on services/processes requiring advanced knowledge and skills
- Reviewed soon-to-be released software updates and bug fixes made by software engineers and educated team members about these changes at team meetings

Support Specialist

March 2018 to October 2020

- Educated and trained customers on how the software works
- Assisted customers with finding creative solutions to challenges
- Collaborated with software engineering teams on resolving escalated and urgent technical issues for customers
- Conveyed customer feedback and suggestions to product and design teams for future updates and improvements

/ EDUCATION

Nashville Software School (NSS)

September 2022 - Present

- Enrolled in an immersive full-time software development bootcamp focusing on front-end development and UI/UX fundamentals

Bellarmine University

Class of 2017

- Graduated with Latin honors, *magna cum laude*
- Received a bachelor's degree in English and a minor in business administration

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