Staree Dumalag

SOFTWARE ENGINEER

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PROFILE

I'm transitioning to software engineering because it allows me to combine my love for creative problem solving and interest in technology. My key skills include problem-solving, attention to detail, and a strong foundation in technical troubleshooting from my previous role. This unique blend of skills equips me to approach software development with a strategic mindset and a focus on delivering impactful solutions.

SKILLS

C++, HTML, CSS, JavaScript, React, Express, Node, Document Object Model (DOM), APIs, MySQL, Webhooks, OAuth, User Authentication, Heroku, GitHub

Microsoft Azure, Microsoft Exchange, Datadog, Zendesk, Jira, Salesforce

PROJECTS

BiteReview
Brainstation Capstone Project

- The BiteReview app focuses on providing users a platform to share and discover reviews about various restaurants. This app aims to enhance the dining experience by offering detailed insights and feedback from fellow diners.

Community for theScore fans
Brainstation Industry Hackathon

- Collaborated with a team of 6 to develop a fan engagement feature for theScore, enhancing user activity during offseason.
- The feature focused on enabling fans to create local events and foster a community, driving increased user interaction

EXPERIENCE

Technical Support Specialist | Coconut Software
FEB 2023 - APR 2024, TORONTO, ON

- Provided tier 1 to 3 support to our clients through email and phone to resolve a variety of complex software issues from SSO set up to Integrations (Outlook, Salesforce, GSuite), resulting in a 95% customer satisfaction rate
- Collaborated with cross-functional teams (engineers, developers, customer success) to escalate and troubleshoot technical bugs, reducing average resolution time by 30%
- Assisted in documenting workflow structures, troubleshooting processes, support cases and resolutions internally and externally in help desk centre, enhancing knowledge and reducing repeat issues
- Managed and prioritize a high-volume ticketing system, ensuring timely resolution of customer's technical inquires while maintaining service level agreements (SLAs), consistently achieving 98% SLA compliance rate

Traveller Support Specialist | EF Educational Tours
JAN 2017 - MAY 2019, TORONTO, ON

- Responded to a large volume of parent calls everyday with positive attitude and focus on customer satisfaction, achieving top 3 customer satisfaction rate and talk time in the team
- Documented and detailed calls, complaints, and feedback from customers
- Prepared insurance claims forms and help manage claims database

EDUCATION

BrainStation | Diploma, Software Engineering
APR 2024 - JUL 2024, TORONTO, ON

Seneca College | Diploma in Computer Programming
JAN 2020 - JUNE 2023, TORONTO, ON