

tanya gavia

experience ---

Technical Support Engineer II at PagerDuty

Oct 2019 - Current

Provide in-depth customer support for advanced technical issues. Diagnose and troubleshoot problems with inbound and outbound events, integrations, and configuration at all levels, including: networking and security protocols & technologies (SSH, SSL, TLS, proxies), REST API, webhooks, linux systems, scripts in various programming languages, software configurations and setup, regex, SSO/SAML.

Use Sumo Logic, MySQL, Github, Postman to identify issues and debug.

Write and improve internal and public-facing scripts (Javascript and Python), compose log search queries and templates for team use, test new features and API endpoints, write and update internal and public documentation detailing use of features and how to troubleshoot.

Collaborate and communicate with several departments and teams, explaining technical points in appropriate terms, including Sales, Engineering, Product Managers, Solutions Consultants, etc.

Student at Georgia Tech's Full Stack Web Development Bootcamp

Feb 2019 - Aug 2019

Maintained A+ average in six-month intensive program covering JavaScript, React, Node.js, Express, MySQL, MongoDB, REST APIs, and more. Completed and deployed small scale web applications weekly, contributed to two group projects. Nominated by instructor to be a teacher's assistant for future cohorts and to speak at grad ceremony on behalf of my class. Applications built (more projects available at github.com/tpgaviria):

- Moodi - Using Spotify, LIFX, and weather api, playlist is generated based on user's top artists and reflects the mood of the current weather. Built using React, Node.js, React-Bootstrap, Express.
- To-Do Tasker - To Do List maker, user creates task items, can mark and unmark as completed, and delete. Built using Node, Express, Handlebars, and MySQL.
- LIRI bot - Command line app. Takes in search queries for info on movies, music, or concert tours - results from apis. Built using Node, Axios, Inquirer, and several command line styling packages.
- Space Memory Game - 15 unique images shown, player must click on each image only once. After each click, the images reshuffle in random order. Built using React and Bootstrap.

contact ---

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about ---

Hi, I'm Tanya! Currently a Support Engineer at PagerDuty in Atlanta, Georgia. I'm a web developer with a background in customer service & management. I have a broad skill set, including using technologies to create polished and creative front end designs && clean, reusable back end code; the ability to diagnose and troubleshoot a wide variety of technical issues; and break down & communicate technical topics for anyone to understand.

education ---

Full Stack Web Development

Georgia Tech Professional Education

August 2019

technologies ---

React, JavaScript (ES6), Gastby.js, Node.js, Express, REST APIs, Git, Heroku, Bootstrap, CSS, HTML, MongoDB, MySQL, Firebase, Linux, Command Line Scripts, Windows, Bash, AWS S3 & EC2, Ruby on Rails