

# Daisy Mesa

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## TECHNICAL SKILLS

### Programming Languages

Python3, JavaScript/ES6

### Front End Development

HTML5, CSS3, jQuery, React

### Back End Development

Node.js, Express, SQL

### Additional Skills

Agile Development,  
Git/GitHub

## PROFESSIONAL EXPERIENCE

### Pathify Education [🔗](#)

#### Senior Implementation Consultant

Apr 2022 – present | Remote

- Manage college and university portal implementations for strategic, highly-custom customer accounts, which include over 60,000 users in total.
- Plan and facilitate ongoing product and technical training and mentorship for Customer Success team members.
- Troubleshoot escalations from technical support team, collaborate with engineering to prioritize backlog items for development sprints.
- Leading initiative to build out comprehensive customer-facing documentation for company's proprietary middleware.

#### Solutions Consultant

Jun 2021 – Mar 2022 | Remote

- Technical Lead for 8 college and university portal implementations, which includes over 30,000 users total.
- Build and maintain custom widgets using Vanilla JavaScript, jQuery, and React for web portals.
- Responsible for LMS, SIS, and other third party integrations, as well as user provisioning and SAML authentication.
- Primary technical point of contact for internal and external stakeholders during portal implementation phase.

#### Technical Support and Solutions Consultant

Nov 2020 – May 2021 | Remote

- Managed communication and resolution for technical issues relating to authentication, user provisioning, product bugs, and feature requests.
- Collaborated with Chief Engineer to resolve complex technical issues and to prioritize backlog items for development sprints.
- Developed product training curriculum for team members, which has become the department-wide onboarding program for all new hires.

### BloomTech Institute of Technology [🔗](#)

#### Web Development and Computer Science Section Lead

Nov 2019 – Oct 2020 | Remote

- Supported and mentored 100+ students and 10+ technical mentors with daily programming projects, and weekly sprints.
- Audited student code reviews to ensure valuable, constructive feedback was being provided to students.
- Worked closely with class instructors to discuss student feedback and progress to improve student outcomes.

#### Web Development Team Lead

Jul 2019 – Oct 2019 | Remote

- Provided feedback, debugging, and issue resolution through Slack help channels and Zoom calls with students.
- Delivered daily one-on-one feedback addressing areas of improvement, and weekly code reviews.
- Facilitated daily standups to build camaraderie, allow sharing of ideas and work progress, and provide guidance for that week's study material.

## EDUCATION

### Full Stack Web Development

2019 – 2020 | Remote

BloomTech Institute of Technology [🔗](#)

A nine-month, full-time computer science and web development program. Coursework included:

- Web Foundations: HTML, CSS, JavaScript, Git, UI Principles
- Web Application Development: React, Redux, Functional Programming
- Back End Web Development: Node.js, Express, SQL, Authentication
- Computer Science: Python, Object Oriented Programming, Algorithms, Data Structures, Computer Architecture