

RENE SANCHEZ, MS CIS

Austin, TX

renesanchez.co

512.633.6873

www.linkedin.com/in/renesanchez

renesanchez@yahoo.com

SENIOR SOFTWARE ENGINEER

Exceptionally gifted Computer and Business Information Systems expert, leveraging in-depth experience in front-end web technologies, web applications, analysis and enhancement to improve user experience and performance.

Driven and hungry to learn new skills while staying on top of new systems, applications and technologies in the web development community. Bilingual (English and Spanish).

Broad and deep knowledge in a wide variety of computer languages as well as the principles and techniques of building web applications. Communicates complex technical information to lay audiences in a clear and understandable manner. Able to collaborate with people of all experiences and backgrounds.

Web Development | Web Design & Production | Information Architecture
Agile Project Management | Testing and Issue Resolution | Technical Report Development

PROFESSIONAL EXPERIENCE

Experian, Austin, TX

Client Technical Analyst, Senior

2017 to Present

Coordinate escalation for tickets/issues with internal engineers, staff, and vendors to reach timely resolution.

- Identified, fixed, and escalated issues with the client applications to ensure they were addressed and resolved on time
- Trouble-shooting day-to-day Production issues, answer questions about the Experian platform and products which come through the CRS ticketing tool providing a root cause and fixing it.
- Identified and reported technical bugs to the Engineering team via JIRA.
- Manage the incident process to ensure issues are recorded, tracked, resolved, and follow-ups are done in a timely manner.
- Coordinate on the issues with various teams that assist the investigation and product resolution.
- Validated production data in database using SQLYog.
- Utilized Linux commands for troubleshooting, Analyzing Batch logs, running Utilities, transferring files from remote server to local server via Putty/WinSCP
- Worked closely with product managers, developers, QAs and UAT team to update and understand any Production issues to help determine the right strategy.
- Generated Test data in Staging via Jenkins tool.

Freelance and Consulting, Austin, TX

Web Developer

12/16-9/17

Develop project concepts and maintain optimal workflow. Complete detailed programming and development tasks for front end public and internal websites as well as challenging back-end server code. Collaborate with designers to create clean interfaces and simple, intuitive interactions and experiences.

- Built Dine Tuning web app using Yahoo and Google APIs to find restaurants around your current location. Built with node.js and react.

- Built front-end interface of a pet finder website using designer provided assets and HTML/CSS. Build with node.js and bootstrap.
- Built an ecommerce website using python and Django. Used responsive bootstrap templates and Stripe to manage online payments.
- Consulted and documented UI best practices and code standards
- Leveraged responsive web frameworks to complete product deliverables

ADVANCED MICRO DEVICES, Austin, TX

Sr. Web Services Specialist

2012 to 2016

Managed digital properties for Internal Communications: Digital Signage, Intranet, Email, and Video.

- Improved quality and productivity by evaluating organization's technology use and needs, recommending improvements, such as hardware and software upgrades.
- Enhanced operational performance and increased problem resolution by collaborating with department heads, managers, supervisors, vendors, and others, holding weekly status meetings to close on resolved issues and address any new ones.
- Increased readership 20% by designing, building, and deploying an HTML/CSS based weekly corporate newsletter to all employees.
- Updated the intranet User Interface by manipulating CSS templates, added JavaScript functionality for a dynamic menu system.

Web Design and Production

2002 to 2011

Led team of web designers and content managers for AMD's corporate internet site amd.com

Managed the corporate intranet design, information architecture, taxonomy, site navigation, and look-and-feel.

- Improved corporate site consistency and feel by creating SharePoint content templates for amd.com, conferring with web designers and content managers, enhancing platform, assisting with user training, page templates, macros, embedded HTML, and information taxonomy.
- Enriched user experience by implementing JavaScript functionality (ShareThis) for corporate site, allowing users to share content in social networks.
- Met brand consistency across disparate platforms by collaborating with 3rd party company to revise Investor Relations section of website for complying with corporate brand.
- Improved user experience of website by recommending changes in front-end pages, information architecture, and design.
- Enhanced user experience and upgraded sites by updating content and graphics, monitoring performance and results, identifying and evaluating improvement options, introducing new technology, and maintaining links.
- Developed site navigation by categorizing content, improving usability of site, and directing traffic through use of responsive navigation menus.
- Maintained site appearance by developing and enforcing content and display standards.
- Ensured consistent user experience across different browsers and platforms by testing websites, using top user browsers: Internet Explorer, Chrome, Firefox, and Safari.

EDUCATION

Doctorate of Education of Leadership & Higher Education (Ed.D),

St. Edwards University, Austin, TX - Attending

Master of Science in Computer Information Systems (MSCIS),

St. Edwards University, Austin, TX

Bachelor of Science in Business Information Systems (BSBIS),

University of Phoenix, San Jose, CA

PROFESSIONAL SKILLS

Programming Languages	Python, Node.js, React.js, PHP
Applications:	MS Office, SharePoint, Jive, QUMU, Adobe Creative Cloud, Google Analytics, IBM Marketing Cloud (Silverpop), Joomla, WordPress, Jira, Splunk,
Frontend Development	Atom IDE, GitHub, HTML, CSS, XML, JSON, NPM, Box Model and Flexbox, CSS Frameworks, SCSS, SASS, JavaScript (vanilla, flow control, functions, objects), JQuery, Events, DOM manipulation, Object Oriented Programming, AJAX, Single Page Applications, NPM package manager, EE6, Firebase, Redux, Angular.JS, Bootstrap
Backend Development	Scrum, Express, MySQL, SQL, NoSQL/MongoDB, Mongoose, REST API Design, Website Authentication, WebSockets
Soft Skills	Polyvalence, DIY, desire to learn and to know, analytical skills, Communication, Curiosity, Adaptability, Teamwork, Empathy, Time Management, Open-Mindedness