Mary Meneses

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WORK EXPERIENCE

CSUN Tseng College   Apr. 2018 – May 2020
Web Developer and Technical Support Specialist   *Northridge, CA*
- Resolved client technical problems by troubleshooting and effectively communicating root cause.
- Provided ongoing technical support through phone, email, and teleconferencing software.
- Reduced tech support tickets by creating custom manuals and user documentation for faculty.
- Developed and collaborated with the Instructional Design team for course site content.
- Performed QA and ADA checks on documents and Canvas course sites to ensure data integrity.
- Created multimedia content using Adobe CC (Photoshop, Illustrator).

Farmers Insurance   Jun. 2019 – Aug 2019
QA Tester Intern - Salesforce Application   *Woodland Hills, CA*
- Thoroughly tested emerging features for Salesforce Service Request Management application.
- Engaged in daily standups, Backlog Refinement meetings, and Spring Retrospective meetings.
- Reviewed business/features requirements and wrote test cases/scenarios to validate new functionality.
- Participated in defect triage meetings to determine root cause.

PROJECTS

Senior Design Project   Aug. 2019 – May 2020
Front-end Web Developer   *Cal State University, Northridge*
- Developed registration, login pages, and components using JavaScript, Vue.js, HTML, and CSS.
- Created low and high-fidelity prototypes using wireframing tools (Adobe XD and Figma).
- Conducted UX/UI research with target client to acquire app specifications.
- Practiced Agile methodologies (Scrum and XP) for software development in a team of 5 people.
- Used Git for version control management.

Personal Projects
- My website https://marymeneses.github.io/

EDUCATION

California State University, Northridge   May 2020
B.S. Computer Information Technology – *GPA 3.46*
- STEM Advantage Scholar / Alumni

SKILLS & INTERESTS

- **Skills:** JavaScript ES6, HTML, CSS, Git, MySQL, Java, Salesforce LWC, AWS, Microsoft Office, Adobe Creative Cloud
- **Soft Skills:** Excellent communication and interpersonal skills. Very customer and detail oriented. Proficient at problem solving, troubleshooting, and debugging in high pressure situations.
- **Career Development**
  - CodeSmith JavaScript pre-bootcamp program (CSPrep) – Jul. 2020
- **For Fun:** Drawing, Digital art/illustration/animation, Hiking, Biking.