

Beth D'Amato

Software Engineer/Data Analyst

Supportive and enthusiastic software engineer interested in collaborating with like-minded team members to develop quality applications, implement comprehensive testing strategies, successfully interpret and analyze data, and relentlessly advocate for users/customers. I offer my strong communication skills and professional acumen, and value mentoring environments to promote team and personal development.

TECHNICAL TOOLS

JavaScript, React.js, HTML/CSS, Node.js, Python, RESTful APIs, Apache Cassandra, SQL (MySQL, Postgres, Microsoft Server), Google Analytics and Tag Manager, HTTP & networking methodologies, Kanban/Scrum Agile, Splunk, Salesforce, JIRA, New Relic

PROFESSIONAL EXPERIENCE

COX AUTOMOTIVE - Atlanta, GA Apr 2020 - Present
Technical Support Specialist - RMS Automotive/Private Store

Serve as a primary technical contact for customer escalations, providing deployment assistance and data analysis to customers and internal stakeholders.

- Utilized the Salesforce ticket system to manage service requests concurrently; average resolution time under one hour.
- Research, diagnose, troubleshoot and identify solutions to resolve customer issues related to application use, design and configuration.
- Through complex SQL queries, analyze production data stored in database systems (MS SQL Server and AWS) and text files to identify problems and validate overall integrity of production systems.
- Provide mentorship for Level 1 customer care staff.
- Collaborate with the development team to ensure go-live and deployment support for bug fixes and new integrations.

COX AUTOMOTIVE - Atlanta, GA Aug 2019 - Mar 2020
(7-month contract)
Software Support Engineer - Owner Solutions

Cooperated effectively with field representatives and external customers to resolve technical problems relating to the Manheim sell-side, desktop and mobile applications. Worked with database architects to investigate and resolve data anomalies related to technical implementation. Engaged closely with all Manheim development teams to identify potential engineering issues during software implementation, function, and upgrades. Deployed a local environment for unit testing and collaborated with Owner Solutions programmers to implement bug fixes. Assisted Quality Assurance with unit, integration, and regression tests on enhancements and applications to ensure company quality standards were met. Helped maintain and deploy multiple beta, integration, and production environment builds.

DATASTAX - Atlanta, GA Dec 2018 - July 2019
(force reduction mid-2019)
Associate Solutions Engineer - Vanguard, Pre-Sales

"REMOTE POSITION" Planned, created and implemented engaging, front-end demonstrations in React, Redux, and Apache Cassandra (CQL) to showcase best practices around design and adoption of Cassandra cloud database solutions. Collaborated with senior team members to qualify demo requirements and prospect/customer needs, effectively illustrating the company's ability to meet those needs. Customized and adapted demo presentations for both small and large audiences, and for audiences with differing levels of technical experience. Developed a strong understanding of system architecture and software design principles. Attained Agile Certified Scrum Master (CSM) credentials.

various companies Aug 1994 - Apr 2018
(career pivot in 2018)
Senior Executive Assistant

Demonstrated capacity to provide comprehensive support for executive-level management, excelling at exceptional customer service. Continuously improved procedures and met demanding deadlines while maintaining confidentiality and the highest ethical standards. Highly-focused and results-oriented in supporting complex, deadline-driven projects. Able to identify goals and priorities and strategically resolve issues.

EDUCATION

DigitalCrafts - Atlanta, GA
Full-Stack Web Development

University of Kansas - Lawrence, KS
Bachelor of Arts, Theatre & Film