TIFFANNY MANATAD HERNAEZ

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CORE SKILLS

Kanban/Jira	**Github/Gitlab**	**C/C++**
Scrum/Agile	**Python/GO**	**HTML/CSS**
SQL/PostgreSQL	**Data Structure & Algorithms**	**RestAPIs**
Unit Tests	**Google Cloud Platform**	**Docker**

EXPERIENCE

Mattel, Inc

- Software Engineer For Connected Play and Emerging Tech   *December 2021 - Present*
  - Programmed in Golang to optimize efficiency in cloud platform server infrastructure by 20% by developing and maintaining quality code that vastly enhanced the end user experience
  - Developed an efficient tool to cut down 30% of time spent maintaining Virtual Characters service through automation
  - Facilitated a POC that decreased 50% of the workload of a 3rd party vendor by researching and developing a backend service with an open source game server framework
  - Created a system to streamline over a thousand user data transformations within Mattel Connected Products Platform's relational database structure due to a deprecated system that is no longer supported
  - Monitored and maintained multiple 24/7 live services by performing audits throughout the day to guarantee 99.9% uptime
  - Performed deployment of code changes through the integration pipeline with the use of Jenkins and Google's Kubernetes Engine
- Software Engineer Intern for Connected Play and Emerging Tech   *June 2021 - Dec 2021*
  - Decreased 40% of the team's workload by commencing groundwork in research and generated code by utilizing the go-swagger tool to set up a new AIOT(Artificial Intelligence of Things) platform
  - Experience in utilizing Jira along with maintaining and enhancing documentations within Confluence
  - Utilized tools such as tern, mage and gnorm to perform tweaks on relational databases within the PostgreSQL to amplify tables by incorporating customizability
  - Oversaw and organized the process of designing a new toy concept with a twist by coordinating with interns from different departments

Amazon

- IT Engineer Intern (Virtual & On-site)   *June 2020 - August 2020*
  - Performed numerous supervised Change Management procedures that updated the network firmware and helped maintained the MDF(Main Distribution Frame)
  - Monitored and maintained the IDFs (Intermediate Distribution Frame) by doing repeated checks throughout the day to ensure 99.9% uptime
  - Increased efficiency by 60% by improving ticket creation and data accuracy by creating quicklink templates
  - Proposed a plan of action that decreased the amount of lost scanners by 10% by accurately determining the disparity between the amount of scanners on the floor versus what is available to the associates

California State University, Fullerton

- Student Assistant for Information Technology Department (Knowledge Base Articles Team)   *March 2020 - June 2020*
  - Implemented a Kanban Board using Microsoft Teams to help organize the newly formed team to cut down admin time by 80%
  - Performed an audit on the school's knowledge database on Service Now to streamline the database to relevant articles
  - Created over 100 Knowledge Base Articles to provide support to the staff and students on campus during the transition to virtual
  - Created an HTML/CSS template to be used on Knowledge Articles to cut down 50% of the time spent in creating an article
- Student Assistant for Information Technology Department (Rollout Team)   *August 2019 - January 2021*
  - Performed timely support for professors/staff from all departments on campus. Support includes deploying hardware and setup, troubleshooting network issues and collecting former equipment to be e-wasted
  - Created tickets for CSUF staff on Service Now to activate the university's secure network connection for inactive data jacks
  - Imaged over a hundred secure configurations of Windows 10 on professor and staff equipment
  - Replaced hardware (SSD, Screen, RAM, HDD) in Mac and Windows based environment to drastically increase the utility and speed of the equipment

EDUCATION

California State University, Fullerton

Bachelor of Science, Computer Science

- Part of Association of Computing Machinery(ACM), Offensive Security Society(OSS), and Secretary in Google's Developer Student Club