

Skills

Java, Python, JavaScript, AWS, Azure, GCP, Docker, Node, Express, React, FastAPI, PostgreSQL, MySQL, MongoDB, HTML & CSS, Unit Testing, Git & GitHub, API design, Bilingual (Spanish native)

Experience

Dataiku

Technical Support Engineer II

Jul 2025 – Present

- Provided dedicated technical support to global enterprise clients, troubleshooting complex Dataiku SaaS platform issues across distributed environments and communication channels.
- Performed advanced log analysis to debug critical platform failures, leveraging LLM-assisted workflows to reproduce edge cases, accelerate root-cause analysis, and improve issue resolution.
- Received no negative CSAT ratings while consistently meeting SLA commitments.
- Collaborated with Data Science to design and develop a Python-based Dataiku plugin, enabling enterprise customers to automatically analyze complex flow dependencies and assess DSS instances against governance, security, and engineering standards.
- Guided enterprise users in leveraging the Dataiku Python API for custom integrations.

Datadog

Technical Support Engineer

Feb 2019 – Dec 2020

Technical Escalations Engineer II, Cloud Integrations

Jan 2021 – Dec 2022

- Investigated cases across 400+ integrations including cloud-based services like AWS Fargate and EC2, Kubernetes, MySQL and MongoDB database performance metrics, and application tracing for Express, Django, Rails and other web frameworks.
- Practiced agile methodology with Cloud Integrations and Serverless Engineering to update Python backend and Datadog's Serverless NPM libraries.
- Provided mentorship and bi-weekly office hours to help Junior Solutions Engineers investigate cases.
- Documented and hosted weekly workshops on troubleshooting Cloud Integrations using cloud-specific APIs, SDKs and code debugging.
- Led video calls with customers to troubleshoot their local environment.

Berkeley Bowl Marketplace

Data Support Engineer (Software Engineering Focus)

Jan 2018 – Jan 2019

- Developed interactive React tools for on-demand sales reporting and inventory tracking.
- Designed REST API layer using Node, Express, MongoDB and MSSQL.
- Architected administrator-level privileges for authenticated access to private sales information.
- Automated weekly and daily All Departments reporting for Sales using Python.

Vonnda

Backend Developer Intern

Jun 2015 – Feb 2016

- Created and integrated modules into existing Magento and PHP applications using PHP, MySQL, JavaScript, and Ajax.
- Implemented and maintained REST services, both custom and 3rd party.
- Created and maintained cron-based services to manage and report customer sales.
- Developed and extended systems to streamline team workflow.

Education

Mills College — Oakland, CA
M.A. Computer Science, 2017

University of California — Berkeley, CA
B.A. English, 2014

Projects

Nibbler — JavaScript / Node / Express / MongoDB / Angular / Jasmine and Karma

- Master thesis on the importance of software as an inclusive health tool for those with Celiac Disease.
- Custom RESTful API server allows users to register, log in, post questions and relevant stories on an Angular frontend client.
- Geolocation finds nearby restaurants and locations that are safe for users.
- Implemented a voting system for user karma and caching to limit API calls.

GoFib Docker APM Sandbox — Go / React / Redis / MySQL / Docker

- Developed a Dockerized Fibonacci Calculator using Go, Redis pub/sub channels, MySQL, and React to demonstrate memoization via Datadog's APM tracing, span generation, and log correlation.
- Implemented a Go API server with automatic instrumentation for API calls and Redis client integration for task handling.
- Created a Go database worker to subscribe to Redis and calculate Fibonacci values, with manual instrumentation for tracing.
- Configured a React client application for an interactive UI, facilitating CRUD operations on Fibonacci values, and integrated with Docker containers for smooth deployment.