

Diego Bez Zambiazzi

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SOFTWARE ENGINEER

Self-motivated, results-oriented software engineer with professional experience in software consulting, banking, and supply chain roles that solidified problem-solving skills, critical thinking, and teamwork. Proactively created applications and scripts for resolving issues and improving efficiency throughout career. Eager to create impactful solutions and contribute to the success of forward-thinking organizations.

TECHNICAL COMPETENCIES

Programming Languages, Frameworks, and Cloud Computing	Next.js, React, Typescript, Tailwind, Prisma, JavaScript, CSS, Node.js, AWS, MongoDB, SQL, PL/SQL, SSRS, Python, C++, Java, R, Git, Bitbucket, Docker
Certifications	Oracle Certified Associate: Java SE 8 Programmer AWS Certified Developer Associate

EDUCATION

Southern New Hampshire University May 2022
BS in Computer Science w/ concentration in Software Engineering GPA: 3.99
Named to President's List 2019, 2020, 2021, 2022 | Alpha Sigma Lambda Honor Society

Relevant Coursework: Software Development • Relational Databases • Linux • Data Structures & Algorithms • SDLC • Appl. Statistics for STEM • Discrete Mathematics • Appl. Linear Algebra • Object Oriented Analysis & Design • Collaboration and Team Project • Software Testing, Automation & QA • Mobile Arch. & Programming (Android) • Client/Server Development • Secure Coding • Machine Learning • Full-Stack Development

PROFESSIONAL EXPERIENCE

Capgemini, New York, NY (Remote) Jun 2022 – Present
Senior Consultant I (Cloud & Custom Applications)

- Developed and deployed code changes, shell scripts, PL/SQL procedures, and SSRS reports to perform tasks that had not yet been supported by the applications.
- Resolved 100% of critical application issues in a timely manner, observing SLAs, and with attention to detail, communicating effectively with clients and end users to meet and exceed their needs.
- Created and shared knowledge documents and SOPs, improving team efficiency by up to 95% in tackling issues and performing recurrent tasks.
- Managed and mentored a team of 10 people located in multiple time zones as an interim team lead.
- Received company awards in June/2023, December/2023, and March/2024, recognizing leadership and remarkable contributions to the company's success.

Rhino Foods, Burlington, VT (Remote) Apr 2019 – Nov 2021
Order Fulfillment Specialist

- Proactively created a React application to mitigate human error and increase efficiency by 90%.
- Processed customer orders in an efficient and timely manner while analyzing inventory and projections.
- Worked closely with Sales, Scheduling, Materials, QA, and Logistics to ensure that orders are delivered on time and in full and guarantee customer satisfaction.
- Provided clear and detailed communication to customers across the life cycle of their orders, assessing arising issues and maintaining an outstanding relationship with customers.

Caixa Econômica Federal, Brazil Feb 2010 – Jul 2018
Bank Officer, Teller, and Substitute Treasurer

- Provided exceptional customer service from managing accounts and teller operations to analyzing credit risk of personal and mortgage loans.
- Performed treasurer operations and audited bank contracts with attention to detail, identifying inconsistencies and managing resolutions.