

MELISSA AVILA

Data Analyst UX Designer Engineer

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Skills

Google Cloud Products
GSuite + App Script
Microsoft Office
JavaScript + JQuery
Python
PHP Laravel
HTML + CSS
Event Planning
Graphic & UX Design
Adobe Photoshop
Adobe Illustrator
Spanish (Conversational)

Certifications

Google Cloud
Professional Cloud
Architect, July 2020

I have experience in everything from graphic design and web development to event planning and game design. I am very passionate about data, design, and people and I hope to pursue those passions in my career.

Experience

Google / Infrastructure Product Support Technical Solutions Engineer

JUL 2020 - PRESENT, Austin, TX

Google / Cloud Technical Resident

JUL 2019 - JUL 2020, Austin, TX

Technical Account Manager

Organizing quarterly business reviews between the customer and key account stakeholders

Managing enterprise clients' product feature requests and **leading**

communications between the customer, the Google account team, and product managers

Guiding enterprise clients' infrastructural and data migration to Google Cloud,

primarily working in the scope of program plan management and capacity planning

Cloud Consultant

Consulted and **supported** large Google Cloud enterprise customers in constructing strategic data and infrastructure migration plans.

Coded internal scripts and assets for the Professional Services Organization to automate customer engagement and resource delivery processes.

Created dashboards to support analysis of customer G Suite product adoption metrics.

Technical Support Engineer - Data Specialist

Supported over 40 Google Cloud enterprise customers in resolving their technical product issues and **acted** as the liaison between enterprise customers and Google product engineers.

Developed technical troubleshooting expertise in Google Cloud data products such as Dataflow, Dataproc, Cloud Composer, BigQuery, Data Fusion, and Pub/Sub.

Yang Tan Institute on Employment and Disability / Web Developer

JAN 2018 - MAY 2019, Ithaca, NY

Redesigned the NY State CASE and Transition Source web-portals with accessibility in mind using SCSS, HTML, and JavaScript.

Developed back-end structures and databases using the PHP Framework Laravel.

Logistics Management Institute / Co-op Intern Data Analyst

AUG 2017 - AUG 2018, Tysons, VA

Collected procurement data on obsolete alloys used by the Defense Logistics Agency (DLA) from DLA databases and then **built** a cost and lead-time analysis profile to justify the implementation of an expedited alloy substitution process.

Utilized Microsoft Access, PostgreSQL, and Excel to conduct regression analyses and develop client-facing data visualizations.

Cornell Community Center Programs / Shift Manager

AUG 2015 - JUN 2017, Ithaca, NY

Planned, organized, and **executed** engaging weekly events aimed at developing a cohesive student community.

Conducted feedback sessions on staff performance and **led** weekly debriefs and process reviews.

Education

B.A. Information Science / Cornell University / 3.78

AUG 2015 - MAY 2019, Ithaca, NY