

DIANA SAASAA

SUPPORT ENGINEER/SOLUTIONS ENGINEER

CONTACT

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Woburn, MA

https://dianadevsit.github.io/Profile-Site/

EDUCATION

2019-2020
HARVARD UNIVERSITY

- Full-Stack Developer Certificate (Bootcamp)

2004-2008
SALEM HIGH SCHOOL

- Diploma

SKILLS

Tools & Platforms: AWS, DataDog, REST APIs, Kafka, Ubuntu, PowerShell, Salesforce, JIRA, Zendesk, GSuite

Specialties: Debugging, documentation, customer training, live support, technical writing, stakeholder collaboration

LANGUAGES

Languages & Frameworks: SQL, C#, .NET, JavaScript, React, PHP, Python, HTML, CSS

PROFILE

Customer-focused support engineer with over 4 years of experience solving technical challenges across SaaS platforms. Skilled at live debugging, backend analysis, and turning complex issues into elegant, actionable solutions. Known for bridging the gap between customers and engineering with clarity, speed, and empathy. Strong background in SQL, .NET, REST APIs, and observability tools like DataDog.

WORK EXPERIENCE

StarRez, Inc. 2024 - PRESENT
Technical Support Specialist

- Provide front-line technical support through live Zoom sessions and email, assisting clients with software configuration, integration, and workflow optimization.
- Write and optimize SQL queries for custom reports and automations within housing and student management systems.
- Troubleshoot performance and logic issues using .NET, C#, AWS, and DataDog to ensure system reliability.
- Collaborate with engineering to resolve escalations, identify recurring issues, and contribute to product enhancements.
- Maintain internal documentation and lead advanced feature walkthroughs to empower client usage and internal team readiness.

Divisions Management Group 2/2023 - 7/2023
Jr. Software Engineer - Contract

- Resolved full-stack issues and submitted pull requests for code enhancements.
- Automated reporting and data validation with PowerShell and SQL.
- Worked with REST APIs, Kafka, and Linux-based environments.
- Tracked progress in JIRA and ensured SLA compliance.

Xtremepush 9/2022 - 11/2022
Technical Solutions Consultant - Contract

- Created onboarding docs and supported SDK/web integrations.
- Troubleshot API issues using PHP, Python, JS, and React.
- Maintained SLA response times using Zendesk.

Optimizely 5/2021 - 7/2022
Application Support Engineer

- Provided technical support for .NET, MVC, and C# applications.
- Used SQL to investigate bugs, correct data issues, and support client reporting.Supported .NET, MVC, and C# apps; troubleshot bugs and SQL data issues.
- Worked with developers on backend and UI fixes.

Veracross 5/2020 - 5/2021
Technical Software Support

- Provided real-time support using SQL and Zendesk.
- Diagnosed data issues and collaborated with engineers.
- Wrote documentation to streamline internal fixes.