

Daniel Sanchez

✉ danwsan@gmail.com in LinkedIn 📄 github.com @ Personal site

Current role	Cloud support analyst IV at Hyland Software
Experience	B2B, Enterprise
Technologies	SQL, Postgres, Salesforce, VBA, Windows, Postman, JIRA, JSON

In my next role I'd like to learn...
And expand my skillset to support SaaS platforms and APIs. In my current role I support an automated data capture application and I am looking for a new challenge.

Work experience

Cloud support analyst IV, Hyland Software 🏢 Nov 2014 - Present (10y 3m)

B2B · Enterprise

- SQL
- Postgres
- Salesforce
- VBA
- Windows
- Postman
- JIRA
- JSON

- Served as the primary analyst for a new web-based document capture and classification product during its initial rollout, handling the majority of customer cases.
- Progressed from Level 1 to Senior/Level 4 through consistent performance and contributions.
- Deliver technical support via phone, email, and remote sessions for partners and direct customers.
- Evaluate and escalate complex issues to the R&D team, reviewing and approving escalation requests.
- Provide expert support to the Professional Services team, ensuring seamless customer upgrades.
- Thoroughly document issues and drive swift resolutions in alignment with SLA deadlines.
- Provide impact assessments on high-visibility customer cases to management.
- Enhance case management by improving internal processes and contributing to system testing.
- Develop and maintain knowledge resources, improving customer experience through contributions to the customer-facing knowledge base.
- Mentor and train new team members in product knowledge, case management, and workflow processes.
- Troubleshoot and debug VBScript to address client-specific needs.
- Collaborate with QA and Development, submitting JIRA change requests for software defects.

IS support intern, Seminole Electric Cooperative 🏢 Jan 2013 - Apr 2014 (1y 3m)

- Managed hardware and software for end user needs, including assembling hardware and configuring software.
- Overhauled documentation in preparation for the new IS intern program.
- Provided internal support to end users through telephone and in-person communication channels.

Education

University of South Florida

B.S. Management of Information Systems

Snippets

Personal Page @ danws.dev

To demonstrate skills and share more about me, I created a personal page using HTML/CSS and is hosted via GitHub pages. This is currently under construction and I plan on linking other projects I'm working on mainly using Python or JavaScript.

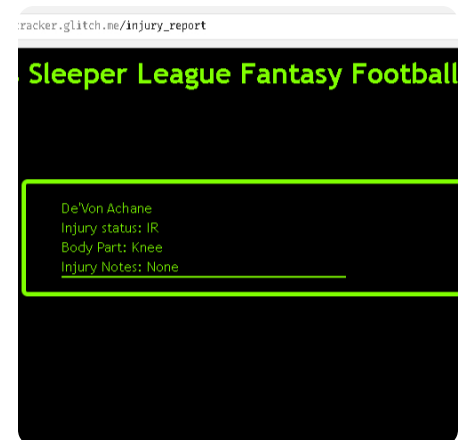
Documentation Contribution to Codecademy @ github.com

As part of my learning journey through a Git/GitHub course one of the projects was to contribute to documentation on Codecademy's reference docs. I requested assignment to an open issue which required updating existing entries for Python. Then using their guidelines I created a pull request to add three run ready code examples for Python file methods `.truncate()`, `.unlink()`, and `.writable()`.

Fantasy Football injury tracker @ sleeper-injury-tracker.glitch.me

As another side project, I created a tracker to sharpen my Python skills, working with APIs and data. This Web application uses Sleeper NFL fantasy footballs open API to get my team's player data and list players that are injured on my team.

This project uses Python, Flask/ flask_SQLAlchemy. and SQL Lite to work with the data and store the API response data. Then Flask renders an HTML template to display the injured players on my team.



More about me

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Interests

PC Gaming, Sports (mainly football), anything automotive (racing, working on my classic car, attending car shows)

Right now I'm learning...

Python, HTML/CSS, Javascript, Git/GitHub. I'm really interested in learning more about web applications.