Abbie Gonzalez

('eɪ.bi gɑnˈzaləz, They/Them)

abbie@abbiecod.es | https://abbiecod.es

Innovative and imaginative software engineer proactively creating solutions for unmet needs. Passionate about designing software that supports diverse populations.

HONORS

Speaker, TEDxGateway, Mumbai (OpenDyslexic), 2012 | NBC Hispanic Innovators (OpenDyslexic), 2013 Application Developers Alliance Developer of the Week (OpenDyslexic), 2013

TECHNICAL PROFICIENCIES

PHP | HTML | CSS | JavaScript | jQuery | iOS | .Net | C# | LiveCode | VBA | Automation | Macro Express | Scripting Toolkit | WordPress | Drupal | Git | TFS | Microsoft Office Suite | Adobe Creative Cloud | Windows and Windows Servers | Active Directory | macOS | Linux | MySQL | MSSQL | CMS Development | Quality Assurance

CERTIFICATION

CompTia A+

PROFESSIONAL EXPERIENCE

Freelance Developer   2007 - Present

Conceive, design, create and develop a wide variety of applications, and provide consulting to clients.

- Designed, maintain and consult on the internationally successful open source typeface, OpenDyslexic.
- Built custom browser and typeface for medical researchers.
- Develop themes, plug-ins and provide consulting to clients for WordPress, Drupal, custom content management, and software development.
- Created web applications using PHP and JavaScript, including the first Bible web application for the iPhone, which was included in Apple's web app catalog.

Summit Healthcare   2013-2018

Quality Assurance Engineer   2018

- Conducted tests before product launch, resolving bugs and ensuring software performance.

System Administrator   2016-2018

- Consulted on security policies, preventing PHI leaks, tested products and servers for vulnerabilities.
- Created asset management process, enrolling computers in MDM with Meraki and Apple Device Enrollment, saving hours of time for troubleshooting, device management and inventory.

Customer Support   2013-2016

- Diagnosed and resolved hardware and software issues.
- Designed and maintained company's support and knowledge base website, providing customers with the ability to self-service their accounts, and empowering them using AI.
- Integrated services and applications including to provide better user experiences, secure and proper handling of PHI, releasing software updates, and managing the accounts.
- Developed C# applications to assist in applying patches and performing software fixes.

Additional professional experience includes Support Analyst at BlueCross/BlueShield of Massachusetts and Personalized Product Corrector at Main Street America Group.