



Dorian Penaloza

Personal info

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Recent grad seeking a career in Web Development

Work experience

10/2015 - present

Online Banking Specialist

Horizon Bank, Austin, TX

Troubleshoot client side issues related to electronic banking.

Resolve desktop and mobile banking platforms issues.

Train commercial clients on all business-banking features offered through the online banking portal, such as setting up alerts, payment processing and exporting data.

Communicate with various internal and external departments including vendors to resolve online banking related issues.

Contribute to the overall process enhancement of electronic services by implementing changes to tasks and work flows through collaborative projects.

09/2014 - 08/2015

Internet Banking

Apollo Bank, Miami, FL

Created and distributed e-mails campaigns to the bank's customers.

Maintained the bank's email database.

Conducted A/B Testing to improve email conversion rates.

Assisted with desktop and mobile app updates, and made recommendations based on user experience.

Served as a back-up administrator to the bank's social media sites.

Reviewed various logs to track data trends and determine usage for profitability.

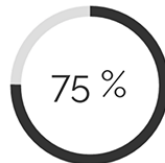
Provided technical instructions via phone, e-mail and in person for online banking.



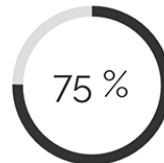
HTML+CSS



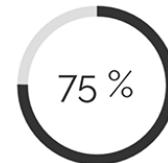
jQuery, Ajax,
JSON



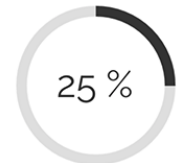
JavaScript



Express.JS,
React.JS,
Backbone.JS



Software: Git,
Atom, Chrome
Dev Tools,
Adobe CC



Ruby on Rails
