

# Diane Thompson

Technical Support Specialist | BSc Computer Science Student | Software Builder

dianethompson.dev | Rangiora / Christchurch, New Zealand | Remote

## PROFILE

Technical support specialist with 6+ years in a remote SaaS environment, experienced in diagnosing software issues, reproducing bugs, API troubleshooting, technical documentation and working closely with engineering teams. Currently completing a BSc in Computer Science with minors in Data Science and Artificial Intelligence, and independently building and shipping web products used by real users. CompTIA Security+ certified, with a strong interest in moving deeper into technical, software, security, data and platform-focused work.

## EXPERIENCE

### Technical Customer Support | Toggl

October 2019 - Present | Remote

- Diagnose and reproduce technical issues across a SaaS product, separating configuration, product behaviour and likely defects.
- Investigate application behaviour using tools including Sentry, Jam.dev, internal back-office tooling and staging environments.
- Troubleshoot API-related issues and work with API documentation to support technical investigations.
- Escalate reproducible issues to engineering with clear context, evidence and steps to reproduce.
- Create and maintain technical documentation and knowledge-base content.
- Work asynchronously across distributed teams using tools including Slack, Intercom, HubSpot and Crisp.
- Contribute to information-security governance activities as part of an internal governance team.

## SELECTED PROJECTS

### Tenish | [tenish.app](#) | September 2026

Daily numerical trivia game built around estimation and deduction: one question, five guesses, feedback, answer reveal and spoiler-free shareable results. Took the product from concept through mechanics, content, launch and early distribution to real players.

### ARFID Planner | [arfidplanner.com](#) | June 2026

Household meal-planning application designed around restrictive eating and individual safe foods. Includes weekly planning, household sharing, nutrition totals and targets, barcode scanning and 30-day exports. Built with Next.js, Supabase and Vercel.

### Uni Tracker | June 2026

Academic progress and grade-tracking application initially designed around the New Zealand/Massey grading system. Reached approximately 75 signups within 12 hours of wider community sharing and later passed 100 registered users.

### Milestone | August 2026

Progressive health-habit application designed to introduce manageable goals gradually. Includes a reusable goal engine, phases, tracking, streaks and achievements across activity, nutrition, hydration, sleep and workouts.

## EDUCATION & CERTIFICATION

### Bachelor of Science (Computer Science) | Massey University

Minors: Data Science and Artificial Intelligence | In progress

Coursework includes programming, programming language paradigms and statistical data science. Recipient of repeated academic 'Excelling' recognition.

### CompTIA Security+

## TECHNICAL EXPERIENCE

|                         |                                                                                                       |
|-------------------------|-------------------------------------------------------------------------------------------------------|
| Support & investigation | Sentry, Jam.dev, API troubleshooting, staging environments, bug reproduction, technical documentation |
| Product & web           | Next.js, Supabase, Vercel, Git/GitHub, SQL                                                            |
| Programming / study     | C++, Haskell, Rust, R, JavaScript/TypeScript                                                          |
| SaaS & collaboration    | Intercom, HubSpot, Crisp, Slack, async remote collaboration                                           |