

Danielle Quan

Technical Support • API & Integration Troubleshooting • Support Infrastructure

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SUMMARY

Technical support professional with experience diagnosing integration failures, reproducing bugs, and translating customer-reported issues into actionable engineering tasks. Skilled at bridging the gap between users and engineering teams. Background in REST APIs, system logic, workflow automation, and building support infrastructure from the ground up.

EMPLOYMENT HISTORY

Game Designer

Aug 2025 – Present

Pixels / Banger Inc.

- Translated live player issues and behavioral data into structured bug reports, design tasks, and product improvements for Engineering and Game Design teams.
- Led UAT cycles for new features, ensuring system behavior matched design intent and edge cases were documented before go-live.
- Built internal tracking tooling and dashboards to monitor system performance and surface anomalies to cross-functional stakeholders.

Head of Support & Community Operations

Nov 15, 2023 – Present

Pixels / Banger Inc.

- Served as primary liaison between Support and Engineering — reproducing bugs, diagnosing API and system-logic issues, and converting customer reports into structured development tickets.
- Diagnosed integration failures, clarified expected vs. actual system behavior with customers, and escalated reproducible issues with full documentation to engineering.
- Implemented Intercom automation workflows reducing manual ticket handling; built Retool dashboards for real-time support queue monitoring.
- Designed and launched a full appeals case management system with structured case history, bot-detection improvements, and resolution pathway tracking.
- Delivered structured weekly reporting on bug frequency, customer trends, and system performance to product and leadership teams.

Financial Controller & IT Manager

Nov 2014 – Jun 2023

Belize Sustainable Agriculture Ltd.

- Provided full IT support across hardware, networking, and system-level issues; diagnosed and resolved platform inconsistencies across financial and operational tools.
- Led ERP migration from QuickBooks → Microsoft Dynamics 365 — managed requirements, coordinated vendors, and validated system behavior post-migration.
- Built custom internal databases and tracking systems, improving data visibility and process consistency across departments.

TECHNICAL PROJECTS

PixelLore Website

React/Node wiki platform integrated with external APIs; built frontend components and backend data handling logic. Aug 2023 – Present

Discord Bot (DiscordJS / NodeJS)

Designed Discord Bot with event handling, conditional flows, API integrations, Queueing system, and other admin features. Nov 2023 – Present

TOOLS & SKILLS

Technical: REST APIs, ReactJS, NodeJS, MongoDB, HTML/CSS, DiscordJS, Pixscript, BigQuery, SQL, Digital Ocean

Support Tools: Intercom, Jira, Retool, Slack, Notion, Google Workspace

Methods: Bug Reproduction & Escalation, Root Cause Analysis, UAT, SOP Design, Workflow Automation

Finance/Admin: Dynamics 365, QuickBooks, Excel (Advanced)

EDUCATION

University of Belize

Associates — Business Science
2010 – 2012

University of Belize

Associates — Computer Science
2009 – 2011

St. Catherine's Academy

Diploma in Business Arts
2005 – 2009