DYLANE TANO

IT Support | Application Support | Junior QA

Calgary, Alberta | tanodylane@gmail.com | [LinkedIn](#) | [dylane.dev](#) | [GitHub](#)

PROFILE

IT professional with a strong software development background, experienced in supporting, troubleshooting, and maintaining web-based applications. Hands-on experience running a live SaaS platform (Paymavo), resolving real user issues, payment failures, and incidents across frontend, backend, and database layers. Comfortable working with both end-users and technical teams to diagnose problems, document findings, and keep systems stable and reliable.

CORE SKILLS

- **IT & Application Support:** User support, ticket handling, incident diagnosis, escalation, documentation
- **Troubleshooting & Debugging:** Log analysis, API errors, payment failures, data inconsistencies
- **Testing & QA:** Manual testing, regression checks, feature validation, bug tracking
- **Web Technologies:** JavaScript, TypeScript, React, Next.js, Node.js, REST APIs, webhooks
- **Databases & Tools:** PostgreSQL, MongoDB, Git, Stripe, Vercel, Railway, Resend, Cloudinary

PROFESSIONAL EXPERIENCE

Web Developer Intern

Innovation and Technological Solution Company (ITSC) — Québec City, QC
January 2025 – June 2025

- Supported and maintained internal and client-facing web applications
- Integrated and tested REST APIs, ensuring correct data flow and reliability
- Performed application testing to identify and resolve stability and performance issues
- Collaborated with a team using Git and Agile workflows to deliver features and fixes

PROJECT EXPERIENCE

Application Support & Full-Stack Developer — Paymavo

SaaS Invoicing & Payments Platform | paymavo.com
August 2025 – Present

- Built and operated a live SaaS platform used by real users, handling bugs, edge cases, and user-reported issues
- Investigated and resolved payment failures, webhook errors, and data inconsistencies with Stripe
- Supported user-facing features including PDF invoice generation, transactional email notifications, and payment status tracking
- Worked across the full stack (Next.js, TypeScript, Prisma, PostgreSQL) to diagnose and fix issues end-to-end

EDUCATION

New Brunswick Community College (CCNB) — Diploma in Programming & Mobile
Applications
2023 – 2025

LANGUAGES

- **French:** Native
- **English:** Professional