

# Felix Alvarado

Phone 281-467-6493

[felixalvarado653@gmail.com](mailto:felixalvarado653@gmail.com)

[falvarado.com](http://falvarado.com)

[LinkedIn](#)

[Github](#)

**SKILLS** JavaScript, React, Redux, Node.js, MongoDB, Express, Passport, Ruby, Ruby on Rails, SQL, SQLite, PostgreSQL, CSS3, HTML5, HTML Canvas, jQuery, Git, Bash

## EXPERIENCE

### Technical Support Engineer - Developer Support

Twilio

January 2019 - Present

- Troubleshoot a variety of server-side and client-side issues in multiple environments and languages such as JavaScript, PHP, Swift, Ruby, C#, Java, and Python
- Assesses developers' use-cases and requirements in order to provide guidance on the most effective way of integrating Twilio's technologies in their applications
- Analyze HTTP requests and data transfers to help developers pinpoint and solve problems that can occur in both their application and Twilio's SDKs/APIs
- Handles and maintains environments for most of Twilio's Generally Available products to reproduce customer issues when needed

### Designated Trainer/Server

The Cheesecake Factory

July 2016 - Apr 2018

- Trained 10+ servers on how to follow the company's service standards, as well as how to use our POS system.
- Implemented the newest standards that were determined at quarterly trainer meetings in order to improve both employee and guest experience.

### Manager/Server

Pappadeaux Seafood Kitchen

Aug 2010 - Dec 2015

- Effectively managed and coached over 100 employees through daily observation and monthly performance reviews.

## WORK SAMPLES

**360px** (React, Redux, Ruby on Rails, PostgreSQL, Webpack, Heroku, Cloudinary API)

[Live Site](#) | [Github](#)

**A single-page app that allows users to upload and share photos, follow other users, and receive notifications**

- Created multiple photo sorting algorithms that use follower and timestamp data to retrieve relevant photo information based on the current user and page.
- Provided a more streamlined user experience by decreasing picture load time through the use of image sizing in Cloudinary's API.
- Leveraged the local state of multiple components to feature adaptive user views that seamlessly change with follow toggling and notification updates
- Configured a user authentication with Bcrypt to make use of password hashing and promote better security for users in the database

**Outbreak** (JavaScript, HTML Canvas, CSS3)

[Live Site](#) | [Github](#)

**A zombie outbreak simulator that lets users modify human/zombie encounter statistics**

- Utilized object oriented programming and ES6 classes to maintain interconnectivity of vital simulation elements.
- Configured a survival algorithm that determines the rate of human infection. Survival statistics are deduced by the amount of adjacent allies that each figure of interest has.
- Manipulated DOM input elements to feature a table of survival percentages that the user can adjust, allowing for a direct influence of how human/zombie encounters are resolved.
- Created a chase algorithm that determines both human and zombie movement. By considering surrounding entities within a specified range, it determines the best spot through distance calculation and comparison.
- Leveraged multiple event listeners to capture mouse location and button clicks, thereby allowing users to add humans and zombies anywhere on the field while the simulation is running.

## EDUCATION

**App Academy** (July 2018)

Immersive software development course with a 3% acceptance rate that focuses on full stack web development.

**University of Houston** (May 2014)

BS - Mathematics

BS - Economics