

Julmar Figueroa

Providence, RI 02908

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Software Engineer

Highly motivated software engineering professional with a track record of innovation and success in software development, systems automation, sales, and technical support.

Goal-oriented information technology professional with solid history of identifying opportunities for continuous improvement and driving implementation of process efficiencies. Diverse knowledge across a range of technologies and software. Thrives in changing engineering development environment with the ability to quickly adapt to changing priorities. Proficient in qualifying, integrating, generating, and automating testing frameworks. Adept in managing data structures and applying complex algorithms to manipulate data. Skilled trainer and leader; able to direct multiple tasks effectively and readily master innovative software and tools.

*Test Development, Schedule & Execution / Project Management / User Training and Support
Systems Implementation / Troubleshooting & Issue Resolution / Requirements Gathering
Software Programming / Front-End Development*

TECHNICAL PROFICIENCIES

JavaScript • HTML • CSS • Gulp • jQuery • NPM • Bootstrap • Flexbox • Grid • Node.js
Nightwatch.js • Selenium • Puppeteer • Git • Sourcetree • ES6 • React • Python • GitLab

PROFESSIONAL EXPERIENCE

T1 Support Engineer (remote) (2020 - present)

ReCharge, Providence, RI

Used my technical expertise and customer service skills to answer questions and resolve issues for our online merchants. Communicated clearly in writing to both technical and non-technical people. Assisted co-workers by answering their technical questions within Slack. Identified patterns and recommend improvements. Champion the four core values of ReCharge: #DayOne #Ownership #Empathy #Humility

Key Achievements:

- Maintained one of the highest CSAT scores, 96%, on the Customer Success team during my first year with the company by going above and beyond for our merchants as well as my ability to translate difficult topics into easy to digest information
- Held shadowing sessions with new hires to teach them best practices and expose them to the day to day work they will be doing once they begin taking tickets

QA Engineer (remote) (2018 - 2019)

Pro-Change Behavior Systems, South Kingstown, RI

Responsible for developing test strategies, defining requirements, validating test data, generating testing scenarios and creating testing frameworks to automate testing processes. Execute responsibilities working independently in remote location. Participate in weekly code reviews.

Key Achievements:

- Collaborated to develop Selenium (Nightwatch.js) testing framework, automating verification of data integrity in front-end component testing, increasing efficiency and resulting in drastic reduction in required testing time and resources from hundreds of manual hours to seconds.

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Senior iOS Chat Advisor/iOS Team Manager Backfill (remote) (2012 - 2016)

Apple, Providence, RI

Promoted through roles of increased scope and accountability, advancing from iOS Chat Advisor to role of Senior iOS Chat Advisor/iOS Team Manager Backfill.

Managed 20 chat advisor associates, leading weekly team meetings, managing individual key performance indicators and providing coaching and mentoring for skill enhancement and career development. Listened actively to customer concerns applying problem solving skills to identify root causes and resolve issues in a timely manner. Performed as point of contact for resolving customer escalations, deescalating frustrated customers, and resolving conflicts.

Key Achievements:

- Drove increase in team customer satisfaction score by 20% through effective coaching and mentoring to build customer service skills of staff.
 - Achieved and sustained 100% satisfaction rating for two consecutive years as measured by Customer Satisfaction Surveys.
 - Recognized as subject matter expert, delivering presentations on strategies to increase customer satisfaction to other teams within the company.
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EDUCATION & CREDENTIALS

Associate of Arts

Community College of Rhode Island, Warwick, RI

Technical Training

React.js Essential Training

Software Engineering Program & Coding Bootcamp, Hack Reactor

Grow with Google Challenge Scholarship, Udacity

Code in Place, Stanford University

SELECTED PROJECTS

MovieSearch, <https://moviesearch.julmarfigueroa.com/>

Movie search application that provides users with integrated search functionality to search for their favorite movies using The Movie Database API. Through this application users can access movie details through the TMDb website and view movie trailers via YouTube.com.

Pixel Art Maker, <https://pixelart.julmarfigueroa.com/>

Web based coloring application for drawing customized pixel art. The application gives the user the ability to select a height and width size for their coloring grid and the functionality to choose a color from a selection of multiple color palettes.

Voiceinator, <https://voiceinator.julmarfigueroa.com/>

Speech Synthesis application created using JavaScript30. This application operates from the user's computer to read a selected text field to the user. The user is provided the capability to select the rate of speech and specific voice pitch they desire.

Omnifood, <https://omnifood.julmarfigueroa.com/>

Single-page landing site created as the foundation in the development of a website for a fictitious food delivery company. This project was created as an educational tool generated during the completion of one of Jonas Schmedtmann's full stack web development and design Udemy courses.