Leinad Suarez

Software Engineer | Customer Experience & Operations Leader

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Professional Summary

Results-driven **Software Engineer** with a background combining **enterprise retail leadership** and modern web development. Proven ability to translate complex business and customer needs into scalable technical solutions. Former **Customer Experience Manager** with nearly a decade of leadership at a Fortune 500 retailer, now delivering high-impact software using **React, JavaScript**, and modern frontend tooling. Known for ownership, cross-functional collaboration, and a customer-first engineering mindset.

Core Skills

Engineering & Technology

JavaScript (ES6+), React, Next.js

Node.js, SQL, REST APIs

Headless CMS (Contentful), Vercel

Vite, Tailwind CSSAI-assisted customer tools

Leadership & Business

Team management & mentorship

Customer experience strategy

Operational excellence

Data-driven decision making

Cross-functional collaboration

Professional Experience

Software Engineer

The Home Depot | 2024 – Present

Internal Technology Program | Enterprise Digital Teams |

Selected for a competitive 18-week internal engineering program, demonstrating rapid technical growth.

Contributed to migration of in-house CMS to headless CMS (Contentful), improving scalability and developer experience.

Built and maintained React and Next.js applications for customer-facing and internal platforms.Helped deliver the Magic Apron Assistant, an AI-powered customer support tool.

Collaborated with designers and product managers to translate business needs into intuitive UIs.Ensured code quality through reviews, testing, and security best practices.

Customer Experience Manager

The Home Depot | 2022 - 2024

Led daily store operations, driving customer satisfaction and associate performance.

Served as escalation point for complex customer and operational issues.

Improved CX scores and operational efficiency through cross-department collaboration.

Departments Manager

The Home Depot 2022 – 2024

Managed teams across Lumber, Garden, Receiving, and Customer Service.

Oversaw staffing, scheduling, performance, and training.

Used store metrics to improve sales, safety, and customer satisfaction.

Front-End Associate (Career Progression)

The Home Depot | 2015 – 2018

Developed strong customer service fundamentals across multiple departments.Built a reputation for reliability, adaptability, and leadership potential.

Career Highlights

Over **10 years** of progressive growth within a **Fortune 500** organization.

Successful career pivot from operations **leadership** to **software engineering.**

Rare blend of **technical skill, customer empathy, and people leadership**.

Experience delivering solutions at e**nterprise scale**.

Education & Training

Software Engineering ProgramThe Home Depot (Internal)

Intensive 18-week engineering program focused on full-stack development, modern JavaScript frameworks, and enterprise practices.

What Sets Me Apart

I design software with a **real-world understanding of customers and operations**.

I communicate effectively with both technical and non-technical stakeholders.

I bring ownership, accountability, and leadership to every team I join.