

# Alexander Camacho

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Github: <https://github.com/acamacho88>

Fullstack developer in tech/web development for 5 years. Honed and expanded skills and abilities during the UC Berkeley bootcamp. Have worked with APIs, using Node, Express, and built with React. Oversaw and led the conception and development of four standalone applications under a two-week timeline. Have a passion for problem-solving and an ability to improvise and be adaptable. In current Tier 3 support role, only receive problems that are unknown to the two tiers before and have to think through the issues logically and rationally to determine their source (whether it's in the product code or the customer's code) and a solution. Looking to further develop backend expertise in support of smart innovative solutions.

## Projects

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- Developed a pet-adoption website with team of three others in two weeks' time. Worked on javascript backend, integrated third-party API that provided pet data, ensured the returned information was compatible with our display methods, as well as ensured the filters would not produce errors due to lack of information in certain fields of the database. <https://github.com/UCB-ABBA-Project1/project>
- Produced several game sites in javascript, CSS, and HTML using setTimeout timers, event listeners, incorporation of audio playing, including a heavy-metal themed hangman and a history topic trivia game <https://github.com/acamacho88/Word-Guess-Game>
- Wrote a Python script for WalkMe to scan Excel workbooks from customers and reformat the cells so that they matched the expected format for our internal processing system, eliminating a category of support tickets the company regularly received [https://github.com/acamacho88/multilang\\_validator](https://github.com/acamacho88/multilang_validator)

## Skills

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**Programming Languages:** Javascript, HTML, CSS, SQL, UNIX shell scripting, some experience writing Python scripts

**Other computer skills:** Have experience with Excel, Word, Powerpoint, Visio, Google suite

## Experience

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### WalkMe

#### Third Tier Support

San Francisco, CA

November 2015 — Present

Resolved support needs at the highest technical level at tech startup centered around interactive guidance tours on websites. Collaborated with development team to provide solutions to complicated questions involving site performance, product functionality, and custom features. Relied on knowledge of HTML structure, CSS, javascript, SQL queries, and other web design skillsets to solve problems as efficiently as possible. Analyzed a variety of CRM platforms including Salesforce, Workday, Successfactors, and Microsoft Dynamics.

#### Achievements:

- Authored articles for internal knowledge base regarding product browser storage usage; adaptability to old IE doc modes; and a summary of all of the relevant files the product loads, how they load, and what useful information can be obtained from them
- Created process whereby Third Tier members personally debug code instead of requiring help of development team, decreasing nonessential escalations to development team, increasing the team's resolution efficiency
- Received 2017 internal award for "Most complicated tickets resolved"

### WalkMe

#### Professional Services

San Francisco, CA

July 2014 — November 2015

Created onboarding user guides and interactive training for thousands of end users via the WalkMe platform for companies including several Fortune 500 organizations. Resolved support questions, led online training webinars with customers, and managed team of QA interns.

## Education

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### University of California Berkeley Extension

Fullstack coding bootcamp

Berkeley, CA

May 2018 — November 2018

Learned fullstack coding including Javascript, object-oriented programming, CSS, SQL, Bootstrap, API integration, Node, Express, MongoDB, Handlebars, React

### Massachusetts Institute of Technology

Bachelor of Science in Physics

Cambridge, MA

September 2006 — June 2010

Relevant coursework: Introduction to Java, Multivariable Calculus, Statistical Physics, Differential Equations, Linear Algebra, Waves and Vibrations