ALEJANDRO COLIN

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https://acolin5.github.io/CV/

EXPERIENCE

Senior Supervisor of Guest Services – Six Flags   April 2021 - Present

· Oversee daily operations of multiple service centers including VIP Tours, ensuring seamless service delivery and enhanced guest experiences in areas such as Guest Relations, Lost and Found, Ticket Will Call, Ride Information Center, and Call Center.
· Lead and mentor a high-performing team of 50+ members in a fast-paced environment, emphasizing optimal customer service delivery and professional development.
· Implement Six Flags' Standard Operating Procedures (S.O.P.s) to motivate, coach, counsel, and discipline Guest Services personnel, promoting a high standard of service quality and employee performance.
· Develop and manage employee schedules, aligning with business forecasts, payroll budget guidelines, and productivity requirements to ensure operational efficiency and optimal staffing levels.
· Maintain a positive and guest-focused environment, enforcing standards of attentiveness, friendliness, helpfulness, and courtesy among employees towards guests, managers, and colleagues.
· Drive customer-centric initiatives and service enhancements, achieving a 50% increase in guest satisfaction as per GSS surveys.
· Design and implement comprehensive training programs for incoming team members, focusing on service excellence, operational protocols, and adherence to company values.
· Introduce and manage technological integrations and upgrades, including advanced POS systems and refined customer feedback tools, to streamline operations and improve service delivery.
· Collaborate proactively with IT teams to troubleshoot and resolve system issues related to Windows/Mac systems, ensuring minimal disruption to guest services and maintaining a smooth operational flow.

Software Engineer Intern – Six Flags   Dec 2023 – Present

· Actively contributing to the design and implementation of innovative software solutions to enhance park operations and guest experiences.
· Working alongside a team of experienced software engineers and cross-functional teams to integrate new features and functionalities.
· Participating in agile development processes, including sprint planning, stand-ups, and retrospectives to improve team efficiency and product quality.
· Assisting in the development of automation scripts and tools to streamline DevOps processes, contributing to more efficient build and deployment workflows.
· Rapidly acquiring new technical skills and applying them to daily tasks, demonstrating adaptability and a commitment to professional growth.
· Engaging in problem-solving activities to troubleshoot and resolve technical issues, minimizing downtime and enhancing system performance.
· Contributing to the creation of technical documentation, ensuring clear understanding and maintenance of software applications.
· Helping to optimize software for maximum speed and scalability, ensuring high performance under peak loads.
· Assisting in quality assurance testing, identifying bugs and inconsistencies, and providing detailed feedback to improve product reliability.
· Utilized various tools such as CUDA and MPI

Software Engineer Intern – TimeOn   Aug 2023 – Dec 2023

· Spearheaded the design and development of a high-performance scheduling application, utilizing JavaScript, achieving a 20% improvement in load times and user responsiveness.
· Acted as the Scrum Master for a dynamic team of 5, implementing agile methodologies to enhance workflow efficiency, resulting in a 30% increase in the team's sprint completion rate.
· Collaborated extensively with UX/UI designers to conceptualize and iterate on user-centric designs, ensuring the seamless and intuitive user experience of the final product.
· Conducted user testing sessions to gather feedback and identify areas for improvement, refining product features and resolving issues, leading to a 15% increase in user satisfaction.
· Engaged in meticulous code review sessions and applied debugging techniques to uphold superior code quality, reducing post-deployment bugs by 25%.
· Addressed and resolved project bottlenecks promptly, maintaining a steady project progression and fostering a harmonious and productive team environment.
· Documented technical specifications, development processes, and user guidelines, facilitating knowledge transfer and contributing to the product's long-term sustainability.

EDUCATION

CSU Northridge	2022 - 2024
B.S. Computer Science	Overall GPA: 3.32
Courses	Machine Learning, Data Mining, Data Structures, Statistics

SKILLS

Languages	C/C++, Python, Java, C#, MySQL, MATLAB, Bash, Tcl
Tools	DataGrip, Jenkins, Agile Development, Unity Game Engine, CUDA, SCADE, Jira, Glitch
Cloud Technologies	AWS, Google Cloud, Salesforce
Version Control	Git, GitHub, ClearCase