ALEJANDRO COLIN

Software Engineer — (818)-792-9707— acolin12@aol.com

EXPERIENCE

Senior Supervisor of Guest Services – Six Flags LLC   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 – CSUN TimeOn   Aug 2023 - Present

· 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.

Patient Navigator & Case Manager I – Tarzana Treatment Centers   June 2020 - November 2021

· Assisted a diverse caseload, including individuals experiencing homelessness and those with chronic health conditions, by coordinating medical appointments and connecting them to essential resources such as CalFresh and other low-income support services to improve their overall well-being.
· Linked members to health, mental health, substance use disorder services, and other supportive services to address their specific needs.
· Offered ongoing monitoring and follow-up support to ensure the stability of housing situations and prevent evictions.
· Maintained regular and comprehensive progress note charting in patients' Medical Records to document contacts, progress towards goals, program participation, referrals, and discharge planning activities.

Supervisor of Guest Communications – Six Flags LLC   April 2019 - April 2021

· Managed and oversaw a team of call center agents.
· Motivates and supports agents through feedback and communication.
· Measures KPIs like inbound calls, call waiting and call abandonment.
· Assist with taking agents' calls if they can't handle the workload. Improves quality of results by recommending changes.
· Provides product/service information by answering questions and offering assistance.
· Keep track of employee attendance, and make sure work procedures are complied with.
· Assist in hiring and onboarding new employees.
· Prepares monthly and annual performance reports.
· Created targets and goals for improvement.

EDUCATION

CSU Northridge   2022 - 2024
B.S. Computer Science

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
Version Control	Git, GitHub, ClearCase