Alain Mena

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UX DESIGNER | FULL STACK DEVELOPER | SOFTWARE ENGINEER

Versatile and experienced Full Stack Developer known for problem-solving and fostering innovation in collaborative environments and celebrated for delivering high-performance systems, building scalable solutions, and mentoring others in full-stack development.

- Expertise in system design, focusing on analyzing, mapping, and visualizing complex systems with hardware integrations. Use research, user testing, and both quantitative and qualitative data to shape design decisions.
- Leverage a solid understanding of UX design principles and best practices, translating product requirements into user centered solutions. Ensure design consistency and quality while managing time and resources effectively to meet deadlines and communicate clearly and present ideas confidently to stakeholders, embracing constructive feedback to foster a positive UX team culture.
- Optimize applications for speed, scalability, and performance, writing maintainable code that follows best practices, including version control and testing. Implement CI/CD pipelines for efficient development cycles, addressing security vulnerabilities throughout the development process. Maintain clear documentation for code, APIs, and services to facilitate understanding for users.

CAREER HIGHLIGHTS

- **Developed an AI-powered ordering system that significantly boosted operational efficiency.**
- **Played a key role in optimizing the checkout process, resulting in a 25% revenue increase.**
- **Created a multi-tenant ecosystem that was essential for client deployments and fraud protection.**
- **Created a tool that could provision an entire hotel's phone system in minutes, allowing the company to onboard multiple hotels in a single day, rather than just one per week.**
- **Enabled BluIP to sign a multi-year contract with AstraZeneca, propelling BluIP into becoming a large business and funded the salaries of the entire development team.**

KEY EXPERTISE

- Cloud Services
- Application Deployment, Monitoring, Scaling
- Database Design, Optimization, Querying
- Microservices Architecture
- Distributed Systems Management
- Inventory Management Systems, Warehousing, Logistics
- Software Interface Design
- Customer Facing Product Design
- Artificial Intelligence (AI)
- Object-Oriented Programming (OOP)
- Performance Optimization

PROFESSIONAL EXPERIENCE

University of North Carolina, Chapel Hill (edX/U2)   **07/2023 – Present**
Full Stack Instructor • Remote

Instruct students in full-stack development using the MERN stack, focusing on practical, hands-on learning. Offer personalized mentorship to enhance coding skills and problem-solving techniques.

- Teach Git, HTML, CSS, JavaScript, React, Node.js, Express, and SQL/NoSQL databases.
- Provide instruction on object-oriented programming (OOP), server-side APIs, MVC architecture, and RESTful design.
- Guide students through data structures, algorithms, and the development of Progressive Web Apps (PWAs) and single-page applications (SPAs).

Tudays (2 Day Deli)   **09/2019 – 04/2024**
Developer & Solutions Architect • St. Petersburg, FL

Oversaw the enhancement of our web presence through content creation and cross-platform integrations for seamless communication.

- Enhanced our web presence through content creation and cross-platform integrations, managing newsletters and ads to boost customer engagement.
- Developed an AI-powered ordering system for text and calls, and created a custom POS integrated with Square, featuring station ticketing, SKU upselling, and vehicle tagging.
- Designed a customer monitor system for order management and an online catering calculator for self-service, reducing staff dependency.

Outdoor Network (ODN) E-commerce: partzilla.com, boats.net, firedog.com   **05/2020 – 10/2021**
Senior Full Stack Developer • Remote/Tampa, FL

Achieved a 25% revenue increase in 90 days by enhancing the user experience, simplifying the checkout process, and optimizing product catalog and search results.

- Designed a wholesale invoicing system and implemented product collections.
- Developed a storefront search algorithm to enhance relevance and increase product revenue.
- Created a multi-million SKU processor that cut a multi-week process to 48 hours.
- Re-engineered system topology for optimized load balancing, geo-redundancy, and availability.

BluIP, Inc.   **01/2012 – 04/2020**
Senior Developer & Project/Product Manager • Remote/Los Angeles, CA

Developer and managed innovative systems and platforms, driving growth and efficiency through technical leadership, system architecture, and product management. My work involved re-engineering core systems, streamlining communication between platforms, and ensuring the reliability and scalability of key products.

- Created a versatile multi-tenant system for hotel deployments, user management, fraud protection, reporting, integrations and unified external tools.
- Conceptualized and managed the brand, design, topology, and support for an end-user/call-center softphone.

EARLIER CAREER

YMCA • *Senior Lifeguard*
Radio Disney – AM1380 • *Promotions & Event Emcee*
St. Pete Computers • *Computer Technician & Support Specialist*

EDUCATION & CERTIFICATIONS

• Generative AI for Educators Certification • Premium IT Admin Features Certification

• Google Ads – Measurement Certification • Google My Business Certification

• Google Analytics Certification

Associate Degree • *St. Petersburg College, 2009*

TECHNICAL EXPERTISE

Programming Languages & Frameworks

- **Front-End**: UI/UX, HTML5, CSS3, Web3, JavaScript (ES6+, CommonJS, ES Modules, ECMAScript), React.js, AngularJS, Vue.js, TypeScript, WebGL, Bootstrap, CMS (WordPress, Drupal, PHP-Nuke, etc.)
- **Back-End**: Node.js, Express.js, Next.js, PHP, Python, MongoDB, MySQL, PostgreSQL, Redis, Firebase, REST APIs, GraphQL, Bash, CRON

Cloud & Infrastructure

- **Cloud Platforms**: AWS, Google Cloud, Azure, Cloudflare, Linode/Akamai
- **Deployment**: Load balancing, Geo-routing, Scaling
- **DevOps**: Docker, CI/CD pipelines, A/B testing, Agile workflows, Automated testing, Zendesk, Jira, Zoho

Specialized Knowledge

- Artificial Intelligence (AI), Object-Oriented Programming (OOP)
- **Authentication Protocols:** OAuth, SAML, JWT
- **IVR Development:** ChatGPT, Twilio, Asterisk
- VoIP, WebRTC, Progressive Web Apps (PWAs), Performance optimization

Cybersecurity & Networking

- Cybersecurity, Networking protocols, Smart Home Solutions, IoT
- Point-of-Sale systems
- VPN, DNS Records, DHCP, NAT, NS, Subnets, Iptables/firewalls

Software & Tools

- **Operating Systems:** Linux, Windows, macOS, Embedded OS
- **Development Tools:** SSH (Client/Server), FTP/SAMBA/WebDAV, VS Code, Visual Studio, CLI, Active Directory
- **Microsoft Office:** Outlook, Word, PowerPoint, Excel, Access
- **Adobe Creative Suite:** InDesign, Photoshop, Illustrator, After Effects