

# ALBERTO VILCHES

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[LinkedIn](#) | [Website](#) | [GitHub](#)

## SKILLS

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<b>Languages</b>	JavaScript/TypeScript, Node.js, HTML, GraphQL, CSS/SCSS
<b>Frameworks</b>	React.js, Vue.js, Express.js, Next.js
<b>Databases</b>	MySQL, Firebase, MongoDB
<b>Other</b>	AWS, Docker, Git

## EXPERIENCE

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### Software Developer

Trudesk, Inc.

October 2021 — Present

*Delaware, United States • Remote*

- Improved the performance of database write requests by ~89% by leveraging MongoDB aggregation pipelines.
- Co-managed the integration of a product with a client's development team on-site.
- Implemented a user authentication and authorization system based on custom GraphQL directives.
- Assisted with the planning and implementation of a new frontend for the product using TypeScript, React.js, and Next.js.

## PROJECTS

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### Trudesk

Help-desk/ticketing solution

*Node.js, TypeScript, Docker, GraphQL*

- Expanded a GraphQL-to-MongoDB write processor's support for MongoDB operators.

### Trudesk Cloud

Cloud-based and on-premises SaaS frontend for Trudesk

*React.js, Next.js, TypeScript, MongoDB, GraphQL*

- Implemented a real-time user-agent chat.
- Built a suite of form components with overridable behavior via hooks.

### React API SDK

React.js SDK for interfacing with the Trudesk API

*React.js, TypeScript, GraphQL*

- Developed a React.js SDK with query status handling for easy integration of Trudesk into a preexisting React.js application.

## EDUCATION

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### West College Scotland

NC Software and Web Development

Glasgow, UK

*August 2018 — June 2019*

## LANGUAGES

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<b>Spanish</b>	Native proficiency
<b>English</b>	Full professional proficiency
<b>German</b>	Elementary proficiency