

# ALBERTO VILCHES

Hamburg, Germany | [contact@albertovilches.com](mailto:contact@albertovilches.com) | +49 173 5202313  
[linkedin.com/in/albertothedev](https://linkedin.com/in/albertothedev) | [albertovilches.com](https://albertovilches.com) | [github.com/albertothedev](https://github.com/albertothedev)

## 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, NestJS, Jest, Cypress |
| <b>Databases</b>  | MySQL, Firebase, MongoDB                                     |
| <b>Other</b>      | AWS, Docker, Git, Agile/Scrum, TDD                           |

## EXPERIENCE

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### Full-Stack 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 led the 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 request 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        |