

Alek Sebastian Ortiz

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PROFESSIONAL SUMMARY

Enterprising, accomplished, and tech-driven professional with 3+ years' experience and robust abilities in developing top-notch web applications, spearheading application development lifecycle, and improving company performance/user experience in challenging environments. Accelerated career record of innovating and developing quality software solutions and services, ensuring a high level of quality for the applications, and providing a comprehensive user experience. Possesses proficiency in devising technical strategies to support system applications, handling complex technical challenges, analyzing and updating applications. A collaborative individual with a focus on fostering lucrative working relationships and an optimal realization of organizational goals. Possesses outstanding problem-solving, communication, negotiation skills, and expertise in formulating short and long-term strategies to drive critical business decisions to exceed stated goals.

AREAS OF EXPERTISE

- Software & Application Development
- UI & Performance Optimization
- Effective Communication
- Process Simplification & Automation
- Technical Support & Assistance
- Technical Operations Management
- Performance Improvement
- Customer Service Management
- Time Management

CAREER EXPERIENCE & ACHIEVEMENTS

Altice USA, Remote May 2022 – Present

Software Developer

- Developing new software to move away from legacy applications aimed to greatly enhance internal and external user experience.
- Employ strategic planning and test-driven development in an Agile environment that leverages cutting edge technologies.
- Clearly and regularly communicate with management and support teammates and new team member onboarding.

FREELANCE WORK, Aug. 2021 - Present

Frontend Software Engineer

UX Designer Portfolio – Feb 2022 – Present

URL: <https://danieladunman.com>

A professional portfolio built from the ground up with SvelteKit to provide routes for each project.

- Built in collaboration with a UX/UI designer and with provided wireframes to achieve a pixel perfect design.
- Forgone the use of any CSS frameworks to build the design system that includes complex layouts from scratch.

Cover Letter Generator – Jan 2022 – Jan 2022

URL: <https://cover-letter-generator-puce.vercel.app>

A Cover Letter Generator that aims to simplify the cover letter customizing process.

- Built with Svelte as no routes are necessary and it's a lightweight application that doesn't benefit from SSR provided by SvelteKit.
- Future enhancements include Auth along with an implemented storage solution to persist user's letters.

Redux Minesweeper - Dec 2021 – Jan 2022

URL: <https://redux-minesweeper.vercel.app>

- Minesweeper game built with React and Redux to lift the application state, avoiding prop drilling.
- Future enhancements include introducing levels of difficulty for more experienced players.

Personal Professional Portfolio – Oct 2021 – Nov. 2021

My personal portfolio built with SvelteKit and TailwindCSS

URL: <https://aleksebastian.dev>

- Consumes the GitHub API to dynamically display desired projects and project thumbnails into portfolio by simply adding "portfolio-project" to the repo's topic in GitHub.

SOFTWARE ENGINEERING APPLICATIONS, Dec 2020 - July 2021

Full-Stack Software Engineer

Developed front-end and APIs for photos and checkout microservices by modularizing CSS and developing their respective REST APIs to ensure full microservice integration. Designed a back-end system for an inherited microservice with a horizontal scaling approach, drastically increasing its load capacity by leveraging the power of efficient caching policies, load balancers, and transactional database optimizations.

- **Front-end microservices:**

URLs:

Checkout - <https://github.com/aleksebastian/blitvazon-checkout-service>

Photos - <https://github.com/aleksebastian/blitvazon-photos-service>

- CSS was modularized by implementing a solution using the styled-components UI framework to avoid competing class names amongst services
- Attained optimal application behavior by implementing unit testing with Jest/Enzyme to ensure the stability of the components under various types of application states.
- Developed and deployed microservices with the use of React, Styled-Components, Express, Node, and MongoDB.
- A basic REST API was built and consumed by the micro-services.

- **Back-end system design and implementation:**

URL: <https://github.com/aleksebastian/spacework-photos-service>

- Strong expertise in CouchDB, Redis, NGINX, Express, NodeJS, New Relic and Loader.io were leveraged to horizontally scale the system. As a result:
- Decreased read operations to sub 50ms by configuring a Redis cache with an LFU cache eviction policy.
- Achieved a 2600% increase in maximum requests per second with sub 500ms response times and a 0% error rate under stress.
- Prevented the client from receiving stale data and reduced unnecessary transactional database reads by implementing a micro-caching configuration and a reverse-proxy leveraging the power of NGINX.
- Benchmarked to ensure optimum service latency, throughput, and error rate by conducting stress testing on the deployed service and database CRUD operations.
- Deployed dockerized containers through a CI/CD pipeline into a cluster of AWS EC2 instances.

ACCENTURE, Austin, TX Aug 2019 – Present

Provider Enrollment Specialist

Identified bugs in the front-end by conducting PEMS platform user-testing, staging different application scenarios, and evaluating the system capabilities and stability from a user's perspective. Maintained smooth workflow by overseeing system improvements regarding changes in work instructions, procedures, and policies, handling all operations of medical provider applications, and rendering TPIs for providers authorized by the OIG.

- Ensured exceptional customer experience by directly collaborating and coordinating with clients prior to and during the rollout of the new Vendor Drug Program project.
- Improved efficiency and stability of the new Provider Enrollment and Management System (PEMS) by conducting extensive end-to-end testing to identify bugs across the stack and ensure stringent adherence to contract requirements.

EDUCATIONAL BACKGROUND

Hack Reactor (2021), Remote - ADVANCED SOFTWARE ENGINEERING IMMERSIVE PROGRAM

Austin Community College (2019), Austin, TX - ASSOCIATE OF SCIENCE IN BUSINESS ADMINISTRATION 3.7 GPA

Member of the Honors Program

TECHNICAL SKILLS

JavaScript | NodeJS | Typescript | React | Svelte | jQuery | HTML5 | CSS | REST APIs | NoSQL | SQL | AWS | Docker | Jira