

Alek Ortiz

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PROFESSIONAL SUMMARY

Enterprising and accomplished Full-Stack Software Engineer with 4+ years of experience building scalable, maintainable, and well-tested applications. Adept at driving feature development in Agile environments with high ownership and accountability, consistently delivering performant solutions that enhance user experience and business outcomes. Skilled collaborator committed to fostering strong cross-functional relationships and achieving organizational objectives.

PROFESSIONAL EXPERIENCE

Altice USA (Optimum), Remote | May 2022 – Present

Software Development Engineer I

- Architected and implemented role-based access control (RBAC) for the Order Entry route and UI components, designing a centralized authorization strategy with both client- and server-side validation; established a scalable redirect pattern, contextual error handling, and permission-based interactivity across form components.
- Reduced npm vulnerabilities by 80%+ (60 → <10) by leading a complex dependency migration initiative. Improved security posture, stabilized CI performance, and paved the way for a smoother major framework version migration.
- Delivered mobile responsiveness in one sprint by refactoring a desktop-only app. Collaborated with design on breakpoints and implemented media queries, grid restructuring, and new components (e.g., scheduling UI), improving cross-device usability without a major redesign.
- Improved onboarding efficiency and developer experience by creating detailed documentation of the Order Entry flow, including services, business logic, and application logic, and by implementing a streamlined local setup process that allowed the frontend to run independently against the deployed backend. Reduced onboarding time, simplified workflows, and minimized knowledge silos across the team.
- Coordinated cross-functional delivery with product and design partners, running sprint planning, backlog refinement, and daily scrums in the absence of the Dev Manager. Reduced backlog by 60% in 3 months and ensured on-time feature delivery.

Software Engineering Applications, Dec 2020 - July 2021

Full-Stack Software Engineer

Back-end system design:

- Designed and deployed a horizontally scalable backend system for a microservice, significantly increasing load capacity and reducing latency through efficient caching, load balancing, and database optimization.
- Increased max requests per second by 2600% with consistent sub-500ms response times (0% error rate under stress) by integrating Redis (LFU eviction), CouchDB, and Express, with performance monitoring via New Relic and Loader.io.
- Reduced average read latency to under 50ms by implementing a Redis cache layer and optimizing data access patterns.
- Implemented micro-caching and NGINX reverse-proxy configuration to eliminate stale responses and reduce database reads.
- Deployed Dockerized services to a cluster of AWS EC2 instances using a CI/CD pipeline for reliable and repeatable deployments.
- Benchmarked system performance (latency, throughput, error rate) through comprehensive stress testing of the deployed service and its database CRUD operations.

Microservices:

- Developed UI components and REST APIs for Photos and Checkout microservices, ensuring full integration and seamless functionality across the application.
- Modularized CSS using React styled-components, preventing class name conflicts and promoting scalable, maintainable UI development.
- Implemented unit tests with Jest and Enzyme to validate component behavior across multiple application states and ensure long-term stability.
- Built and deployed microservices using React, Styled-Components, Node.js with Express, and MongoDB, delivering performant and maintainable frontend services.

Personal Projects, Aug 2021 - Present

Full-Stack Software Engineer

SetCount – June 2024 – Present

- Leveraged SvelteKit rendering and routing paradigms to build a workout tracker resulting in a seamless and secure user experience.
- Enabled real-time data updates and persist user-specific workout progress with Firebase Auth and Firestore.
- Ensured responsive UX with real-time state updates and a simple, focused interface for quick workout tracking.

UX Designer Portfolio – Feb 2022 – Present (Site Maintainer)

- Developed a high-performance portfolio site in SvelteKit, optimizing routes and page load times for a seamless browsing experience.
- Translated designer wireframes into a pixel-perfect frontend using modern CSS practices, ensuring design fidelity across devices.
- Maintained and enhanced the site with regular updates, ensuring accessibility, responsiveness, and cross-browser compatibility.

ACCENTURE, Austin, TX | Aug 2019 – April 2022

Provider Enrollment Specialist

- Maintained high accuracy and productivity while processing provider enrollment applications across multiple systems.
- Conducted user testing for a statewide Provider Enrollment platform by staging diverse application scenarios to identify front-end bugs and evaluate system stability.
- Improved system reliability by performing extensive end-to-end testing on the new Provider Enrollment and Management System (PEMS), helping ensure compliance with state contract requirements.
- Collaborated directly with clients to ensure a smooth rollout of the Vendor Drug Program project, contributing to a strong customer experience and system adoption.
- My experience in this role sparked a deeper interest in software development, leading me to pursue hands-on experience with full-stack technologies.

EDUCATION

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

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

Member of the Honors Program

TECHNICAL SKILLS

TypeScript, JavaScript, Node.js, Express.js, React, Next.js, Svelte, SvelteKit, Playwright, Vitest, Jest, REST APIs, CSS, Tailwind CSS, MUI, SQL, SQLite, PostgreSQL, NoSQL, MongoDB, CouchDB, Docker, Firebase, AWS, GCP