Alek Ortiz

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PROFESSIONAL SUMMARY

Enterprising, accomplished, and tech-driven professional with 3+ years of experience, demonstrating expertise in developing maintainable and scalable web applications, guiding the application development lifecycle, and enhancing overall company performance and user experience in challenging environments. With a proven track record of accelerating growth through continuous innovation, delivering top-tier software solutions and services, ensuring impeccable application quality, and orchestrating a comprehensive user journey. Adept at devising strategic technical approaches to support system applications, navigating complex technical challenges, analyzing, and optimizing applications. Collaborative by nature, dedicated to cultivating mutually beneficial working relationships, and committed to achieving organizational objectives. Possesses exceptional problem-solving, communication, and negotiation skills with a keen ability to formulate short and long-term strategies that drive critical business decisions, consistently meeting and surpassing predefined goals.

AREAS OF EXPERTISE

- Software & Application Development
- UI & UX 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
Frontend Software Developer

Spearheaded the initial development of a web application to replace a legacy application used by hundreds of internal users to provide a better experience to both the user and the customer. Achieved by leveraging cutting-edge technology such as Svelte with a GRPC backend to vastly improve the user and customer experience through metrics such as reduced information capture time, improved learning outcomes reducing training time. Optimizing and simplifying business processes ensuring requirements are carefully considered to provide the best user experience possible while meeting or exceeding business standards.

- Employ strategic planning and test-driven development in an Agile environment that leverages cutting edge technologies.
- Clearly and regularly communicate with management, teammates, and business to devise better solutions.
- Facilitated new team member onboarding by collaborating in the documentation of the application.
- Reduced

FREELANCE WORK, Aug 2021 - Present
Frontend Software Engineer

UX Designer Portfolio – Feb 2022 – Present (Maintainer)
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.
- Created a tailored and robust CSS system to facilitate the translation of design prototypes by leveraging the latest CSS spec utilities.

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 server-side rendering (SSR) provided by SvelteKit.
- Future enhancements include Authentication along with an implemented storage solution to persist user's letters.

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

- o Attained optimal application behavior by implementing unit testing with Jest/Enzyme to ensure the stability of the components under various types of application states.
- o Developed and deployed microservices with the use of React, Styled-Components, Express, Node, and MongoDB.
- o 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

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

ACCENTURE, Austin, TX | Aug 2019 – April 2022
Provider Enrollment Specialist

Identified bugs in the front-end by conducting user-testing on a new platform to be used by the Provider Enrollment team across the State by 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.

- 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.
- Ensured exceptional customer experience by directly collaborating and coordinating with clients prior to and during the rollout of the new Vendor Drug Program project.

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

Typescript | NodeJS | | React & Next.js | Svelte & SvelteKit | jQuery |CSS | REST APIs | NoSQL | SQL | AWS | Docker | Jira