

# Alex Manrique

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## Professional Experience

Experienced software engineer with a strong background in e-commerce and travel industries, currently leading a development team. Skilled in designing and implementing scalable web applications, with experience in security software and banking sectors. Proven expertise in team leadership, project management, and utilizing test-driven development (TDD) for clean, maintainable code.

### Lead Engineer @eDreams-Odigeo (Customer experience area)

October 2022 – Now

Led an Agile product team of 6 software engineers:

- Increased bookings by 15% by applying changes to the confirmation email.
- Increased app downloads by 10% by improving various transactional emails.
- Decreased the customer contact rate by 10% by enhancing different email touchpoints.
- Increased the team's throughput by 10% through various activities.
- Reduced the team's customer lead time by 20%.
- Increased the team's code coverage from 60% to 85% in one and a half years.

### Lead Engineer @eDreams-Odigeo (Convert area)

October 2019 – October 2022

Led an Agile product team of 5 software engineers:

- Managed the company's A/B testing API, handling 112 million requests per day, and migrated the API from on-premises to Google Cloud Platform.
- Scaled the internal transactional email platform from sending 4 different types of emails to 23, adding metrics to monitor performance and increasing the open rate of emails from 60% to 89%.

### Senior Software Engineer @eDreams-Odigeo

January 2015 – September 2019

- Led the revamp of the confirmation email, resulting in a 139.72% increase in CRM bookings.
- Developed a Java Rest API for subscribing customers to price changes (100K subscriptions/day, generating a revenue margin of 1.5€ per subscriber).
- Integrated with Salesforce Marketing Cloud to deliver marketing emails (500k emails/day), boosting customer engagement by 25%.

### Software Engineer @eDreams-Odigeo

January 2012 – December 2014

- Designed and implemented a Java Rest API for validating and confirming promo codes (300k requests/day, with 20% of bookings using a promo code).
- Developed a Java Soap API (30M request/day) providing prices to meta-searchers like Kayak and Skyscanner, resulting in a 20% increase in bookings/day.

### Software Java Engineer @Safelayer Secure Communications S.A.

February 2009 – February 2012

- Developed e-authentication systems that led to a 25% improvement in user identity verification.

## Education

- Ingenieria Superior en Informatica (Computer Science) 2004-2009
  - Barcelona School of Informatics (FIB), Technical University of Catalonia (UPC) in Barcelona (Spain)

## Tech Stack - Skills

- Languages: Java, Javascript, PHP
- Quality Control: TestNG, TDD, Pair Programming, Code Review, Functional Testing
- Databases: Oracle, MySQL, Elasticsearch