

Alex Manrique
Senior Software Engineer



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Professional Summary

- Experienced Senior Backend Engineer with a strong background in large-scale, high-traffic systems and security-critical platforms. Hands-on engineer with deep experience in system design, event-driven architectures, and smart contract development, with a strong focus on correctness, security, and performance.

Professional Experience

Senior Software Engineer (Team Lead responsibilities) - Customer service @ eDreams (Oct 2022 – Present)

- Led a cross-functional product team of 5 engineers (2 frontend, 3 backend) working on asynchronous backend systems (Java Kafka-based robots) powering company-wide transactional and marketing communications (email, SMS, push).
- Designed and implemented the Best Prices API, delivering the most competitive flight prices across the platform and enabling an 18% increase in bookings for multiple partners.
- Designed and implemented the Refunder backend system to automate customer refunds, reducing customer support calls by 30%.
- Scaled the internal transactional email platform from 4 to 23 email types, introducing performance metrics and improving email open rates from 60% to 89%.
- Increased team throughput by 10% through process improvements and better prioritization.
- Reduced customer lead time by 30% by introducing weekly metric-driven reviews and continuous improvement practices.

Senior Software Engineer (Team Lead responsibilities) - Convert Area @ eDreams (Oct 2019 – Oct 2022)

- Led a team of 4 backend engineers responsible for high-traffic backend services (over 100M requests/day).
- Migrated large-scale Java API's from on-premises infrastructure to Google Cloud Platform.
- Conducted 30+ candidate interviews for our team and for other area teams which led to 6 hirings.
- Contributed to +10% app downloads by optimizing key transactional email flows.
- Reduced customer contact rate by 10% by improving email touchpoints across the customer journey.
- Increased automated test coverage from 60% to 85% without impacting delivery timelines.

Senior Software Engineer @ eDreams (Jan 2015 – Sep 2019)

- Designed and implemented a Kafka-based backend service to recover funnel drop-off searches and retarget high-intent users via email, increasing CRM-driven bookings by 30%.
- Designed and implemented asynchronous backend systems in Java integrating with the Google Ads API to manage campaigns and keyword bidding, resulting in a 20% increase in ad conversions across multiple markets.

Software Engineer @ eDreams (Jan 2012 – Dec 2014)

- Designed and implemented route blacklisting in the metasearchers API to hide selected routes from the flight catalogue, reducing metasearchers costs by 20%.
- Built and maintained Java SOAP and REST APIs under high traffic loads.
- Designed and implemented 3D-Secure payment method in the booking funnel that reduced fraud by 20%

Software Java Engineer @Safelayer Secure Communications S.A. (February 2009 – February 2012)

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

Education

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

Technical Skills

Languages: Java, Solidity, Python, SQL
Build & Tools: Maven, Gradle, Jenkins, Github, Git, Jira.
Blockchain: EVM, Solidity, Foundry, Chainlink Oracles, Uniswap V2.