

# Alan Ordorica

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Personal Website Portfolio: [alanordorica.com](http://alanordorica.com) • [Github.com/aordorica](https://github.com/aordorica)

## Computer / Software Engineer and Developer

Tech-savvy, enthusiastic professional with Bachelor of Science in Computer Engineering complemented by solid understanding of languages, frameworks, and tools. Familiar with software development design patterns and principles, including agile development. Equipped with sound knowledge of web applications and development. Capacity to research, design, implement, and manage software, while testing and evaluating new programs. Ability to evaluate and develop software systems, while analyzing formal software requirements and meeting quality standards. Capable of designing, developing, testing, and deploying various web applications. Talent for identifying and developing areas for modification in existing programs as well as writing and implementing code. Quick learner who can master new technologies in no time. Successfully work in both team and self-directed settings; possess excellent interpersonal, organizational, and problem-solving skills. **Areas of Expertise:**

- Software Engineering
- Web Development
- Programming
- Database Management
- Software Development
- Data Analysis
- Project Coordination
- Data Structures
- Systems Modeling
- Performance Optimization
- Computer Architecture
- Design & Code Reviews

## Technical Proficiencies

**Operating Systems:** macOS, Linux, Windows, Android, iOS

**Technologies:** JavaScript, Java, Node.js, C/C++, Swift, Dart, Python, Objective-C, HTML/CSS, NoSQL, SQL, React, Flutter, Splunk, Express, Firebase, Bash, Git, Ansible, Splunk, Docker, VSCode, IntelliJ Suite

## Education

Bachelor of Science in Computer Engineering | 2019 | San Francisco State University, San Francisco

## Experience Highlights

### Freelance Software Engineering | Various Clients | 2020 – Present

Utilize languages, frameworks, and tools, such as Java, JavaScript, Node.js, React, Express, and Flutter to develop, test, and implement web, mobile, and native applications. Deliver projects on time and as per customer expectations, while providing top-notch service to achieve maximum client satisfaction. Deploy specific programming technologies, create software specifications / documentation, develop programming codes, fix technical errors, and process data.

- Successfully developed multiple backend and frontend systems.

### Tools and Automation Engineer Intern | Apple Inc., Sunnyvale, CA | 2020 – 2021

Built out and maintained multiple CI/CD testing labs across five locations. Developed scripts for core infrastructure monitoring and task automation, while monitoring and maintaining over 10K iOS/macOS device clusters.

- Deployed automation systems and workflows to identify potential failures in hosts that ultimately reduced queue times to achieve 90%+ availability and 30% overall site reliability.
- Leveraged Ansible to configure more than 100K devices under test for deployment on testing clusters.

### Genius | Apple Inc., San Francisco, CA | 2017 – 2021

Served as Apple Certified Mac and iOS Technician (ACMT) and delivered insightful advice and hands-on technical support to customers. Maintained customers' trust in Apple by instantly diagnosing, troubleshooting, and repairing product issues, while explaining situations in an understandable manner. Offered advice on accompanying accessories to improve customer's experience with Apple products. Educated team members about products, while keeping abreast of latest updates / news.

- Identified the need to improve skillset of 30+ technicians and conducted training sessions on diagnosing, troubleshooting, and repairing Mac and iOS devices.
- Optimized team's technical skills, which resulted in increasing store customer satisfaction ratings by 30%.
- Recognized by the management for most successful service appointments and repairs per quarter.

***Additional experience** as Data Analyst intern at SFSU / CARECEN*

## Key Projects

**Infinity Board:** Led a software team to deliver projects associated with developing backend and frontend systems. Developed iOS/Android native application through Dart/Flutter with an emphasis on performing asynchronous control via BLE Protocol.

**Tasky API:** Node.js task manager REST API using MongoDB, Express, and Jest for testing. Used JSON web tokens and secure messaging to implement user authentication, while utilizing SendGrid API.

**Tank Wars:** Designed top-down, 2-player, space-themed shooter game through Java (Java's AWT library). Implemented multi-threading for fluid player tracking, split-screen, mini-map, and power-up systems.

**Portfolio Website:** Used React on an Express, Node.js server running in Docker containers to build portfolio website. Utilized Twilio's SendGrid API for email communication.