Erik Opinaldo
Software Engineer

SUMMARY

Creative, detail-oriented, software engineer with a deep interest in creating delightful user experiences. Proven track record of creating and implementing successful front and back end web applications. Looking to bring my skills to a tech company with global reach.

RECENT PROJECTS

Keyfigurator – An online mechanical keyboard simulator that allows you to configure what each part could look like with different colors. Users can log in to view and manage their saved color configurations.

Spongebob Slack Bot – After OAuth authentication, Slack users can install this bot/integration. This bot allows you to send messages that use randomized capitalization.

Clickanywhere – A game similar to Minesweeper. Players click around the page and win when they find the hidden solution square.

WORK EXPERIENCE

Customer Experience at Slack | Toronto, Canada

July 2021 — Present

- Consistently provides a positive, empathetic, and educational experience so that users feel well supported
- Effectively collaborates with multiple customer support, developer, and product teams across a variety of product areas to support a broad range of feature offerings

Customer Experience Analyst at Wave Financial | Toronto, Canada

January 2020 — April 2021

Utilized analytical and critical thinking skills when collecting customer feedback, presenting trends, and provided evidence-backed recommendations to the Onboarding and Payments product teams, as well as the Customer Experience team, in order to reduce friction for the customer.

Application Support Specialist at Wave Financial | Toronto, Canada

February 2019 — January 2020

Worked closely with the Central Banking product/development team to be a clear voice for our entrepreneurs, bringing focus to bugs and issues that were impacting them the most.

CONTACT

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SKILLS

HTML

CSS

Javascript

React

React Native

Node

MongoDB

OOP

Jira

EDUCATION

University of Toronto

2012 - 2017

Major: Neuroscience