Erik Salto Segarra

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Professional Summary

Current computer science student with a demonstrated history of working in the information technology and services industry as a software engineer intern. Skilled in Backend technologies, Technical Support, C++, Java, JavaScript, IT Hardware Support, Github and many others. Strong information technology/programmer professional with a Associate's degree focused in Computer Science from Westchester Community College and currently pursing a Bachelor's degree in computer science at CUNY-Lehman college.

Experience

Software Engineer Intern

American Express, New York, New York, January 2022- Present

-Collaborated with 2 team members at american express to showcase authorization through the use of JWT within graphQL

-With the use of JWT we were able to demonstrate how we can implement authorization at the graphql level and increase security for data retrieval and integrity

-Accomplished a working model showcasing authorization and authentication at the graphql level fulfilling the projects requirements given by our leader

-Technologies used : javascript, graphQL, Apollo-server, npm, node.js, express-middleware, GitHub, jwt, postman

In-Home Tech Expert

Asurion, West Orange, New Jersey, February 2020 - January 2022

- Currently excel in providing a phenomenal customer experience which shows by my average 4.9/5.0 star average

-My knowledge is strong in all major operating systems therefore I have a zero failure rate in helping a customer

-Currently top 12 in home expert for 2 months in a row by sales (dec 2020/Jan 2021)

-Helping colleagues by aiding in growing with me

Software Engineer Intern

Asurion, Nashville, TN, May 2021 - Aug 2021

- Obtained team working experience within the machine learning team of the fraud space in asurion

- Succeeded in implementing the use of axios and redis cache for our feature correlation micro service to obtain asynchronous functionality

- Decreased the overall time of servicing request by the new use of asynchronous methods within the feat correlation pipeline.

- Obtained experience in unit testing, integration testing, pact testing, CI/CD with Jenkins as well as the use of internal api for logging.

Projects

Asurion Hackathon 2021

Alongside fellow co-workers across the nation we were able to tackle a ongoing business problem which included to optimize the data between customers and customer service agents in different department. This would've let to a history between departments of a client and would've helped agents have a better experience in helping the customers. I led the UX design to showcase our app in action which showed a central space where a agent can access all information and data points each

department entered.

Asurion Hackathon 2020

Teamed with 3 amazing teammates we were able to design and implement a solution to an ongoing business problem. Using technologies like figma for designing, jira board for task managing and internal apis. We were able to accomplish a solution to scheduling problem which saw the scheduling of 12,000 appointments weekly. Our solution design involved improving scheduling intake and improved customer experience for a more seamless process.

Education

B.S. Computer Science
CUNY-Lehman College • Bronx. NY • December 2022 • 3.5 GPA

A.S. Computer Science
Westchester Community College • Valhalla, NY • 2020

Skills

C++ • Java • **GraphQL** • REST • **JavaScript** • React.JS • **MySQL** • Team Oriented • **SQL** • Git • **GitHub** • BitBucket • **Redis** • Express.js • **Docker** • Jira • **Object Oriented Programming** • Tutoring • **C**