Fabio Jun

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WordPress Support Tech

Tech Support | Development | Affiliates | Hosting - Caching - CDN

Brazilian-based full-stack engineer, reliable, innovative, and resourceful customer service professional, with over 14 years of experience resolving customer complaints and delivering web solutions successfully.

Expertise in translating business requirements into technical solutions with excellence and supporting them.

WORK EXPERIENCE

WPPluginsDev - *São Paulo, Brazil*   2019-Present

WordPress Plugin Developer | Cofounder

Responsible for project management, development and customer tech support.

- Developed an inverted index search engine that increases the **performance** of search results by **40% to 60%** of the Ivory Search Plugin.
- Designed, architectured, and developed a subscription box system integrated into Brazilian payment gateways for recurring payments for an online premium tea store. Hundreds of subscriptions are created and managed every month.
- Developed a free plugin for WooCommerce that allows you to manage order status, create new ones or customize existing ones.

Venda de Sites - *SãoPaulo, Brazil*   11/2008 - Present

Full Stack Developer | Cofounder

Responsible for project management, software, and systems architecture, technological decisions in e-commerce projects, subscription box, custom systems, auction site, real estate portal, email marketing system, and website builder in segments such as institutional websites, e-commerce, real estate, and others.

- Implemented Linux web and database servers for high performance and availability hosting, using Amazon Web Services - Cloud Computing and Digital Ocean. Also took care of security policies and disaster recovery plans.
- Developed the first version of Website Builder (Click and Build style), using WordPress Multisites for Locaweb, the largest hosting company in Latin America.
- Conducted training for customers in the use of the developed systems, as well as in the use of WordPress and its plugins.

Incsub/WPMUDEV - *Remote, Australia*   03/2014 - 11/2014
Lead Developer

Lead the development of a WordPress plugin to control content exclusively for subscribers, including a billing system, as well as integration with payment gateways such as Paypal, Authorize.net and Stripe.

- Elaborated the modeling of software in UML based on the Design Pattern MVC adapted for WordPress.
- **70% less support calls** after the new version has been released.
- Provided level 2 technical support for several company plugins.

InVistion/Scala - *São Paulo, Brazil*   08/2005 - 09/2007
Consultant

Performed project management, systems analysis, software architecture and development in systems integration and BPM (Business Process Management) projects, using IBM middleware.

- Collaborated in projects for big clients: VR/Smart.Net, Tecban, SSAGlobal, Doux-Frangosul, among others.
- Obtained the following certifications: IBM SOA Fundamentals, IBM Object-Oriented Analysis and Design with UML, Sun Java Programmer (SCJP).

EDUCATION

USP - University of São Paulo - *São Paulo, Brazil*
Graduation in Computer Engineering, 2004

PROFESSIONAL SKILLS

- Web development in PHP, Laravel, Javascript, React, Next-Js, jQuery, HTML, CSS, SASS, Java.
- SQL and database design in MySQL, MariaDB, Redis, PostgreSQL, Oracle, DB2.
- UML and software design and architecture.
- Technical support.

VOLUNTEER EXPERIENCE

Vipassana Meditation - *São Paulo, Brazil*   02/2015 - Present
Non-Profit Organization

- Developed a software to organize students' seat locations, to solve student and teacher's particular requirements visually.
- Planning and organizing meditation seats is 90% faster now.

AWARDS AND HONORS

3rd best student among 750 engineering students at graduation.   2005