# Alvaro Flores Suarez

425 Riverside Dr., New York, New York 10025
(503)521-6905 | floressuarezalvaro@gmail.com
github.com/floressuarezalvaro | linkedin.com/in/afloressuarez

## Professional Experience

### Marqeta, Oakland, CA
*Lead Integration Engineer | August 2022 - Present*
*Senior Integration Engineer | December 2021 - August 2022*
*Technical Implementation Specialist | September 2020 - December 2021*

- Streamlined the onboarding and migration processes for engineers by providing expert product and engineering guidance, including leading the transition to a business KYC integration with Alloy
- Led the technical role in operationalizing, streamlining, documenting, and successfully transitioning five beta products to the technical delivery team
- Designed and defined Salesforce dashboards to track trends and support data-driven decision-making
- Managed a team responsible for securing approval for customer expansion deals from banking partners and overseeing technical integrations for newly launched customers
- Accountable for driving the strategy and overseeing the technical execution of customer expansion initiatives

### NexTravel, San Francisco, CA
*Account Manager | November 2019 - June 2020*
*Onboarding Specialist | February 2019 - November 2019*

- Responsible for managing travel platform adoption, day-to-day inquires, and providing high level technical support
- Helped customers navigate high volume of Covid-19 related challenges to travel while maintaining an average CSAT score of 91%
- Supported the product team by querying and analyzing data to make informed decisions for MVP features and requirement
- Worked cross functionally with product, engineering, and design teams to collaborate on product enhancements and new feature development

## Projects

*Green-2-You.com | May 2024 - December 2024*

Automated Billing System for Small Business Owners - Developed a web application using JavaScript, Node.js, React, MongoDB to automate billing processes, enabling automatic generation and emailing of PDF invoices

## Education

*University of California, Berkeley*
Full Stack Web Development Developer Certificate, March 2021

*Developing APIs with Google Cloud's Apigee API Platform Specialization (with Honors)*
Coursera, July 2020

*Santa Clara University, College of Arts & Sciences*
Public Health & Science Major, March 2017

## Skills

Highly experienced in JavaScript, React, HTML, APIs, Node.js, SQL, and NoSQL
Experienced with Salesforce, Python, Amazon Web Services, Jira, and Zendesk