

Alvaro Flores Suarez

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Professional Experience

Marqeta, Technical Implementation Lead

- Responsible for configuring all existing customer programs
- Helping expand programs globally and domestically
- Use HTTP methods to configure the behavior of the our customer's credit, debit, and prepaid cards

Oakland, CA
Sep. 2020 - Present

NexTravel, Account Manager

- Responsible for 12 accounts by managing travel platform adoption, day-to-day inquiries, and providing high level technical support
- Worked cross functionally with product, engineering, and design teams to collaborate on product enhancements and new feature development
- Supported the product team by executing queries and analyzing data from Sequel Pro to make informed decisions for MVP features and requirements
- Balanced 3-5 onboarding clients while overseeing 12 high touch accounts
- Helped customers navigate high volume of Covid-19 related challenges to travel while maintaining an average CSAT score of 91%

Santa Monica, CA
Nov. 2019 - Jun. 2020

NexTravel, Onboarding Specialist

- Onboarded 113 enterprise accounts across various industries and verticals
- Managed new account onboardings and collaborated with key company stakeholders to create individualized travel programs
- Guided customers through the setup process by integrating T&E company policies, payroll and expense platforms, and single sign-on tools
- Leveraged Stripe to issue single use virtual cards to prepay hotel reservations for travelers
- Led webinars to train company admins and their employees on new travel program
- Cross-trained internal new hires across sales, engineering, and product teams

San Francisco, CA
Feb. 2019 - Nov. 2019

The Redwoods, Fitness Coordinator

- Created a personalized training program for senior residents
- Increased gym participation by 30% within 3 months
- Coordinated a week-long Fall Prevention Initiative to help seniors prevent serious injuries that could lead to social isolation, lack of mobility and depression

Mill Valley, CA
Aug. 2018 - Feb. 2019

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 Google Suite, Microsoft Office, Confluence, Jira, and Zendesk
Experienced with APIs, HTML, CSS, Javascript, SQL, Salesforce, Amazon Web Services, and Zeplin