**Ivan J. Zapata-Rivera**

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[**Portfolio**  https://ivanzapatarivera.com/](https://ivanzapatarivera.com/)

[**LinkedIn**](https://www.linkedin.com/in/ivanzapatarivera/) <https://www.linkedin.com/in/ivanzapatarivera/>

[**GitHub**](https://github.com/ivanzapatarivera) [https://github.com/](https://github.com/ivanzapatarivera)ivanzapatarivera

GCP Associate Cloud Engineer (GCP ACE certified), CCAI, MERN Stack Web Developer and Data Analyst with a professional certificate from Rutgers University and a background designing with a cloud first approach, mobile first responsive apps using React, JavaScript (ES6 and Vanilla), REST API, and HTML5, and repositories. Deployed cloud and app back-end solutions supported by MongoDB, Node.js, and Python. Broad professional experience in project management and leading teams of over 200 employees.

**Skills**

* **Certifications**: GCP Associate Cloud Engineer, Scaled Agile (renewal in-progress)
* **Frontend**: React JS, HTML5, CSS3, Bootstrap, JavaScript (ES6 and Vanilla), jQuery, JSX
* **Backend**: REST API, Axios, Node.js, Express, NoSQL, SQL, ORM
* **Interpersonal**: Communication, Teamwork, Problem Solving, Troubleshooting, Planning, Detail-Oriented

**Projects**

Speakeasy | Google, March 2021 - May 2022

* Launch in house messaging CCAI framework and voice applications.
* Technologies: Node.js, Python, Java, APIs, Cloud SDK, Dialogflow CX

Service Now & Jira CCAI | Multiple Clients, May 2022 - Present

* Develop and test voice and messaging CCAI client applications to set up time and expense inquiries.
* Technologies: Node.js, Python, InContact, AWS, Jira Service Management, Dialogflow CX

**Experience**

TEK Systems, CCAI Developer & DAI, Dallas, TX, March 2021 - Present

* Create, develop and test Dialogflow voice and messaging applications.
* Automated development and testing of applications using Python and Node.js.
* Test APIs and debug fulfillment requests using continuous integration and delivery (CICD).

United Airlines, Inflight Services, Newark, NJ, May 2012 - Present

* Create operation performance reports, design pilot programs, testing and implementation of best practices.
* Review and discuss operation performance with local, national and international leadership.
* Face daily requirements, and develop fast and efficient solutions across functional teams and customers.

Santander Puerto Rico, Rules and Procedures Officer, San Juan, PR, June 2009 - April 2012

* Plan, design and implement proposals for internal customers to increase efficiency and revenue resulting in lowering costs and time consumption.
* Measure performance and customer service in front-office and back-office procedures.
* Ensure policies and procedures are documented, maintained and improved to meet regulations and business goals.

**Education**

* Rutgers University, New Jersey, Full Stack Flex Certificate
* Polytechnic University of Puerto Rico, MBA in International Enterprises and BBA in Management