

**Education:** **Bachelor of Science, Electrical & Computer Engineering, December 2015**  
**The University of Texas at Austin** **Major Technical Core:** Software Engineering

**Experience:** **Staff Software Engineer, RigUp (2019-Present)**

- Instrumental in bootstrapping a complete re-write for multiple internal and external micro frontends at the core of a multi billion dollar operation
- Implemented common & reusable UI patterns, and laid a foundation that is built upon robustness, performance, accessibility, testing, & scalability
- Founder of the RigUp Web Performance Guild. Held engineering wide workshops on how to write more performant code through the use of profiling tools and snipping exercises
- Designed a Slack bot that manages deployments of micro front ends on Kubernetes container

**Software Engineer, Postmates (2019)**

- Modified refund policies to prevent fraud; decreased company costs by \$165,000 per month
- Designed a new personalized experience for couriers that facilitates issue submission. Led to an overall savings of \$13,600 per month and average handle time (AHT) decrease of 4 minutes
- Created a React app that decreased AHT of pay related issues by 40% from 13 to 8 minutes
- Automated validation of closed merchant related issues which led to savings of \$11,000 per week
- Redesigned Postmates Support emails to provide a consistent experience across all Postmates channels
- Refactored Cypress integration tests with page object models; decreased time of completion by 43%
- Designed a system that proactively monitors VIP customers to ensure the best customer experience

**Software Engineer 2, Microsoft (2017-2019)**

- Architected a new Profile section on Office apps using React Native and Redux that features ways to collaborate with people in your network using Microsoft Artificial Intelligence
- Utilized node workers to reduce project build times from 30 minutes to 6 minutes, a 133% decrease
- Developed a customer onboarding React web experience on all Microsoft Office applications which led to a 1.58% lift in monthly annual revenue home renewal rate
- Assisted in converting the Windows application, Small Basic, to an online Graphical User Interface that compiles and runs the Small Basic programming language on any modern web browser

**Staff Software Engineer, IBM (2015-2017)**

- Developed a message templating engine for chat bots, such as Slack, Alexa, and Facebook Messenger
- Created Software Developer Kit to enable bot development on Open Whisks serverless technology
- Assisted in developing an Angular2 application, which allows users to manage and create bots
- Added the ability to manage conversations with a UI that performs CRUD operations against Cloudant
- Developed a new UI for a Conversational Commerce app which decreased website loading by 36%
- Employed WebRTC's real-time communication capabilities to develop a peer-to-peer video/chat app

**Projects:** **Bootcamp Instructor, NuCamp (2019-Present)**

- Fundamentals, React, & Node.js online instructor. Responsible for supporting students of diverse career, educational, and cultural backgrounds. Overall instructor rating of 4.86/5.00.

**Webmaster, Society of Hispanic Professional Engineers (2018)** <https://github.com/juancortez/shpeaustin>

- Developed a full-stack web application using Node.js, Express, Angular2, Redis, & Socket.io

**Beagle Matrix (2013)** [https://elinux.org/Beagleboard:16x16\\_Beagle\\_Matrix](https://elinux.org/Beagleboard:16x16_Beagle_Matrix)

- Programmed an educational game using the Beagle Bone Black embedded microprocessor

**Skills:** **Programming Languages:** JavaScript, Python, Java, C, C++, C#, Unix/Linux, Scala, Assembly, MySQL  
**Web Technologies:** GraphQL, Node.js, TypeScript, React, React Native, Redux, Angular2, Gulp, Webpack  
**Foreign Languages:** Fluent in Spanish speaking and writing

**Leadership:**

Austin Stone, Missional Community Leader (2019-Present)  
Webmaster, Society of Hispanic Professional Engineers (2018)  
Intern Camp Counselor, Camp Microsoft (2018)  
Student Cluster Leader, LeaderShape-Texas (2014)  
Kappa Kappa Psi, Longhorn Marching Band (2010-2013)

**Internships:**

IBM, Software Engineer (2015)  
Toshiba, Software Engineer (2015)  
Cirrus Logic, Silicon Validation Engineer (2013-2014)  
Texas Instruments, Software Engineer (2013)  
Intel, Ultimate Engineering Experience Intern (2012)