Lazaro Carrio

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github | linkedin | portfolio

SKILLS

Programming Languages	JavaScript	Java	C++	Python	R
Technologies	React	PostgreSQL	MongoDB	Next.js	Vercel	TailwindCSS

EXPERIENCE

Boeing (via Apex Systems)   **April 2023 - Present**

Mobility Subject Matter Expert   *Remote*

- Resolved Mobility / MacOS / IOS elevated incidents by implementing systematic troubleshooting processes. Maintained a resolution rate of 92% averaged over 1,600 incidents.

- Provided expert support for a team of T2 mobility agents, training them on Access Management Tools, Hosting Network, and Software Application troubleshooting through hands-on workshops and detailed guides.

- Coordinated with Senior Engineers in validating and improving software for IOS, Android, and MacOS devices. Authored 6 new knowledge base articles and enhanced over 30 existing articles.

- Started as a Tier 1 agent, maintaining a resolves per hour (RPH) rate of 2.7 (ranked 1 out of 128 agents). Promoted to a specialized Tier 2 executive support team, achieving a customer satisfaction rate of over 95% (ranked 1 out of 12). Selected as a Subject Matter Expert among my team (1 of 4) due to exceptional performance and expertise.

NOTABLE PROJECTS

CVRanks.com   ▶ **Live Demo**

Full Stack Developer   **Github**

Next.js, Tailwind CSS, JavaScript, OAuth, AuthJS, Stripe API, Supabase, SEO

- Developed a web application where recruiters can vote on and rank the best resume templates available online, providing a valuable tool for users seeking objective feedback on resume designs.

- Integrated Supabase for database management, handling user data, votes, and template rankings securely and efficiently.

- Implemented OAuth and AuthJS for user authentication, allowing users to sign in using LinkedIn.

- Successfully launched on Product Hunt, HackerNews, YouTube, and Facebook organically, generating over 80,000 website visits within the first few months, with a 2% conversion rate on premium services.

Mood2Game   ▶ **Live Demo**

Full Stack Developer   **Github**

Next.js, Vercel, MongoDB, DaisyUI, GitHub, React

- Developed a web application that recommends ideal video games based on the user's current mood.

- Utilized Next.js for both front-end and back-end development, ensuring a seamless and responsive user experience.

- Integrated MongoDB for efficient and scalable data storage, managing game information and user interactions. Overcame challenges related to integrating third-party APIs for fetching game data, ensuring accurate and up-to-date information for users.

- Employed DaisyUI to design a user-friendly and visually appealing interface. Leveraged Vercel for seamless deployment and continuous integration, maintaining high availability and performance.

LazaroCarrio.com   ▶ **Live Demo**

Full Stack Developer   **Github**

JavaScript, HTML, Tailwind CSS

- Developed a personal website to showcase individual projects and provide detailed information about personal and professional background.

- Designed and implemented the entire website from scratch using JavaScript for functionality, HTML for structure, and Tailwind CSS for responsive and modern styling.

- Overcame challenges related to ensuring cross-browser compatibility and responsiveness, delivering a consistent user experience across different devices and screen sizes.

EDUCATION

Bachelor of Arts - Statistics

University of Florida   *Gainesville, FL*