

Hello

I'm Julio Vidal

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Experience

November 2023 - Present

Stripe – *Sr. Software Developer*

- DRI for the migration of express support site frontend and rollout of live channels ahead of tax season reducing the average resolution time from 4hr to 35m and increasing the consumer satisfaction score from 50% to 72%.
- DRI for self-serve support resolution flow to reduce ~350 support cases per week created by merchants facing verification issues. Total savings currently estimated at ~\$550k per year , feature is in alpha testing with 1 user.
- DRI for multiple expansions related to self-serve support targeting large, multi merchants and paid support users. Increased CSAT by 15% by allowing them to self-serve and reducing the contact rate from this group by 63%.
- DRI for branch tags and slugs project in collaboration with the data team. Allow Stripe Data (S&A) team to have visibility on the user journey within the self-serve tool before creating a support case and figure out the exact impact of each self-serve expansion.
- Operational wins in 2024:
 - Identified and fixed multiple issues with our endpoints that were impacting our SLOs due to constant 500 http responses:
 - Indexes in our main model to speed up queries.
 - Implemented timeouts when calling 3p APIs so we could safely retry from the client.
 - Fixed DB locking issues.
 - Onboarded to the on-run/call process and completed 7 weekly shifts.
 - Resolved 17 incident remediations, identifying the root issue and implementing a solution to avoid future incidents.
 - Worked with the infra team to implement rate limiters in our services to avoid disruptions during DDoS/Spam attacks.

June 2023 - November 2023

Flexport – *Sr. Software Developer*

- Champion and TechLead for Refactoring freight quote process, reduce latency from ~20s to ~1s by caching static data from 3p, removing unnecessary network calls and fixing N+1 query issues. Introduced the concept of RequestForQuote to unblock features for inbound and reserve storage teams allowing them to obtain multiple quotes with a single call.

March 2020 - June 2023

Shopify Inc. – Sr. Software Developer

- Champion and TechLead for Freight APIs (Multiple projects), set of APIs to allow internal and external clients to quote, book, track and manage freight services offered by Logistics by Shopify (Deliverr/SFN). Decrease 95% the need for manual intervention by freight ops team by powering a self-serve experience app.
- Champion and TechLead for Time in Transit adjustments project, increasing by 2% the accuracy of the delivery promise made to customers during times of carrier network impact.
- TechLead for Mail class specific cutoffs project, increasing by 10% the accuracy of the delivery promise and introducing the concept of lanes to be leveraged by other projects.
- Individual contributor during the prototype and implementation of major refactoring in the backend that powers the fulfillment section in the core platform, reducing the number of useless records stored in the database by more than 90%.
- TechLead for shipping speeds for flat rates, allowing customers to display the time in transit for an order using static rates increasing the conversion by 1% and reducing more than 70% the need of hacks to display a delivery date at checkout.

January 2023 - April 2023

MetabaseQ – Offensive Research – Collaboration with Ocelot Team

- Lead reverse engineer to document a new botnet targeting Mexico and Chile.
<https://www.metabaseq.com/fenix-botnet/>
- Reverse engineer, extract IOCs and classify malware samples provided by an internal SoC team.

June 2014 - February 2020

Converto & Quinher – Engineer manager

- Establish IT and software development team. 5 people team: 2 general IT and 3 developers.
- Design and lead the rewrite of the ERP using web technologies, HTML/JS/CSS/Ruby CGI/Informix. Accounting, 2014; Banks and Debts to Pay, 2015. Accounts Receivable 2016 – Jun. 2017.
- Web scraper in Ruby to download digital invoices (CFDI) from authorities website, allowing the accounting department to carry out a faster review.
- Design an android app for tracking delivery trucks.
- Update sales agents app to include new features like: follow up potential clients and accounts receivable management.

August 2012 - May 2014

Converto & Quinher , – Lead software developer

- Design and develop Android app for sales agents, reducing overtime in warehouse to prepare delivery trucks from 4 hours to 1 hour.
 - Ruby CGI/Apache backend to process data coming from the app.
 - XMPP Bot in Ruby to notify about new orders coming from the app.
- Update digital invoice PHP Application to CFDI v3.0, 2013.

January 2009 - July 2012

ASCOMSA, – IT consultant

- Design and develop an online store using MySql/PHP/Jquery/HTML/CSS, integrate online payments with Adquirira Mexico (BBVA).

- Design and develop a custom solution to automate access and charges for a parking lot, RaspberryPi with Ruby scripts to handle data coming from sensors and activate relays.
- Migrate from SCO Openserver 6/Informix 3.30 to CentOS 6/Informix IDS 9.4 to improve the performance from 15 hrs to 3 hrs during the busiest processes.
- Individual contributor to develop a web application to generate digital invoice CFD v2.0,2010, to comply with Mexican tax regulations.

Education

August 2005 - December 2009

Quetzalcoatl University of Irapuato, Irapuato, Gto, MX - *Computer Systems Engineer*

November 2016 - November 2017

ICAMI , Queretaro, QR, MX - *Improvement of Management Skills*

Awards

- 2019, AT&T Hall of Fame, <https://bugbounty.att.com/hof.php>
- 2011, 1st Place Capture The Captcha contest by Bonsai Information Security
<http://webcache.googleusercontent.com/search?q=cache:7SpJaISKTOAJ:www.bonsai-sec.com/blog/index.php/capture-the-captcha-and-the-winner-is/+&cd=1&hl=es-419&ct=clnk&gl=mx>
- 2008, 3rd Place National Programming Contest at Technological Institute of Celaya.

Programming Languages

Ruby, Javascript/Typescript, HTML/CSS, PHP, ASM, C / C++, Python, Shell Scripting.