

Rene Acosta

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PROFILE - FULL STACK SOFTWARE ENGINEER / DEVELOPER

Delivered top-tier customer support in regulated industries for 6 years and scaled two SaaS startups to unicorn status. Completed an intensive software engineering bootcamp, mastering JavaScript, React, and Python. Expert in team-building, project management, and problem-solving, with strong communication skills.

PROJECTS

ShowMate | Javascript, Python, React, Flask, SQLAlchemy, SQL [Deploy URL](#) | [GitHub URL](#)

A dynamic concert review and discovery platform to enhance the live music community.

- Achieved high Google Lighthouse scores: Performance (95), Accessibility (94), Best Practices (93), SEO (100).
- Designed a many-to-many relational database with SQLAlchemy, implemented Flask encryption for session data security, and applied React hooks to optimize rendering speed and simplify prop management

FridayFund | Javascript, Python, React, Flask, SQLAlchemy, SQL [GitHub URL](#)

An innovative financial management and investment tracking platform

- Planned and managed team tasks, ensuring clear communication to meet milestones.
- Built an engaging onboarding flow with React components to capture user inputs in state effectively

Catspace | Javascript, React [GitHub URL](#)

A social application that allows users to create, edit, search and delete cat profiles

- Created an engaging footer with React Bootstrap and published a blog post on it, attracting over 3,000 views.

EXPERIENCE

Guideline, Inc. | *Customer Success Specialist* | Austin, TX **Dec 2022 – Dec 2023**

- Reduced support handle time by 10% through Salesforce workflow improvements, exceeding goal by 100%
- Collected customer feedback to enhance integration, reducing inquiries by 15% and boosting adoption by 25%
- Created comprehensive documentation and training for a product launch, reducing contact rates by 10%

Guideline, Inc. | *Senior Account Coordinator* | Austin, TX **Nov 2020 – Dec 2022**

- Launched data cleanup initiative, creating 40+ product documents and reducing top case reason by 25%
- Scoped and packaged bug details, reducing support tickets by 30% in three months

Qualia, Inc. | *Learning and Development Specialist* | Austin, TX **Apr 2019 – Nov 2020**

- Designed and delivered a 3-week onboarding course, reducing onboarding time by 50%
- Developed detailed process documentation and user guides, improving training efficiency by 30%

Qualia, Inc. | *Enterprise Onboarding Manager* | Austin, TX **Oct 2018 – Apr 2019**

- Identified opportunities for improved product onboarding, delivered specialized technical support and training, achieving a 90% adoption rate and generating nearly \$100K in annual recurring revenue (ARR)
- Consistently monitored and addressed customer feedback to maintain a 90% satisfaction score

EDUCATION

Flatiron School | Certificate of Completion (Online program) | **Jan 2024 – Apr 2024**

Full Stack Web Development, Python with Flask and JavaScript program

Boston University | Bachelor of Arts - Political Science | Boston, MA **May 2010**

SKILLS

Python, Javascript, Flask, React, Bootstrap, Node.js, SQL, PostgreSQL, SQLAlchemy, Postman, Jira