Ruben Cordero

Technical Operations & Integrations Specialist
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MERN-stack web development
SQL data analysis
Jupyter Notebook development
Technical Implementation lifecycle management
Product operations workflow development
Technical client support troubleshooting
Client-facing technical training

Willing to relocate to: Austin, TX - -
Authorized to work in the US for any employer

Work Experience

Technical Implementation Specialist

Acceleration Partners - Remote
November 2021 to April 2022

• Assisted high-value partners in leveraging eBay's RESTful API's to meet their individual needs
• Helped onboard 5+ new partners
• Helped troubleshoot various issues prior to launching integrations
• Created and documented individual implementation workflows
• Leveraged SQL to retrieve and present integration health to partners
• Advocated on behalf of clients to various internal engineering teams and stakeholders
• Provided live training to potential clients in order to demonstrate the APIs' capabilities

Product Operations Specialist

Indeed - Austin, TX
August 2016 to May 2021

• Assisted in the development of a fully functioning operations team and scaled the team to meet the needs of a fast-growing company
• Monitored health of 1K+ integrations
• Created and maintained 10+ Jupyter notebooks for data analysis
• Leveraged Indeed's in house query language (IQL) to extract weekly data patterns to improve application quality and submission rates
• Led the creation of a company-wide application data fidelity verification program
• Created and maintained pages of client-facing API documentation using Wordpress
• Led the development of several internal tools (API token management, fidelity investigation automation)
• Reported and reproduced 100+ bugs reported by client services (Saucelabs, A/B tests)
• Assisted in QA for 50+ product improvements

Left position to enroll in General Assembly's Software Engineering Immersive (See additional information)

Enterprise Solutions Consultant

Blackbaud, Inc - Austin, TX

August 2015 to July 2016

• Fielded and responded to client requests (SaaS)
• Escalated issues to the development team as necessary
• Helped clients leverage the software to meet their non-profit's goals
• Trained new team members

Client Relations Specialist

CSO Research - Austin, TX

December 2014 to August 2015

• Work with clients to troubleshoot technical issues by providing first-level support to CSO System. Escalate higher-level support requests to appropriate members of the client Support Team.
• Respond to client inquiries via phone, email, and chat, keeping clients informed with updates related to their inquiries.
• Maintain a general understanding of the operational and technology processes of the career services office in order to have a functional basis for assisting clients in utilizing the CSO System.
• Test and troubleshoot new features as bug fixes as instructed by the Director of Client Service and the Quality Assurance & Testing Team.
• Coordinate the maintenance of updating CSO resources and materials to help support the client.

Chat and Email Advisor - iTunes and App Store

Apple Inc. - Austin, TX

April 2014 to December 2014

• Answering requests from Latin American customers pertaining to account and billing issues
• Article downloads
• Fraud reporting
• Technical support
• Managed a weekly newsletter project that consisted of gathering information related to Policy and procedural changes and relaying the content to team members

Education

BA in Media Arts

University of New Mexico - Albuquerque, NM

August 2008 to December 2013

High school diploma

Artesia High School - Artesia, NM

August 2006 to May 2008

Skills

• Spanish Fluency
  Strong Verbal Communication
  Computer Proficient (MS Office, Excel.)

- Project Management
- Technical Support
- Quality Assurance
- Python
- SQL
- Live Chat
- HTML5 (3 years)
- SaaS
- Git (1 year)
- GitHub (1 year)
- MySQL
- XML (3 years)
- Jira (5 years)
- Node.js
- JavaScript
- CSS
- JavaScript (1 year)
- CSS (1 year)
- APIs
- REST
- Application Development
- Microsoft SQL Server

Languages

- Spanish - Fluent
- English - Fluent

Links

https://rcordero01.github.io/My-Site/

Additional Information

Software Engineering Immersive - General Assembly
• Coding webpages using Hypertext Markup Language (HTML), Cascading Style Sheets (CSS), and JavaScript.
• Programming and computer science fundamentals, as well as software engineering best practices.
• Version control and collaborative software development with Git and GitHub.
• Developing full-stack applications with in-demand technologies such as Python with Django and Express with Node.js.
• Building secure full-stack applications by leveraging common design and

architectural patterns like model–view–controller (MVC) and Representational State Transfer (REST).

• Safely modeling and storing data in SQL and NoSQL databases.

• Consuming and integrating third-party application programming interfaces (APIs) in an application.

• Front-end web application development with modern JavaScript frameworks