

Ruben Cordero

Technical Operations & Integrations Specialist

Austin, TX 78750

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- SQL data analysis
- Jupyter Notebook development
- Technical Implementation management
- Project Management
- Product operations development
- Technical client support troubleshooting
- Client-facing technical training
- Junior MERN-stack web development

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
- Managed technical integrations for all of EPN's (eBay's Partner Network) North American Accounts
- Helped onboard 6 new partners in 5 months
- Leveraged Postman to troubleshoot and recreate client issues
- Helped troubleshoot issues prior to launching integrations (OAUTH, pre-request scripts, query parameters, etc.)
- Created and documented individual implementation workflows
- Used SQL to retrieve data, present integration health to partners, and bolster cases for product improvements
- Advocated on behalf of clients to various internal engineering and product teams
- Provided live training to potential clients in order to demonstrate the APIs' capabilities

NOTE: eBay decided to move this role on-site and I was not able to relocate to the PNW, thus Acceleration Partner's decision to terminate the position

Product Operations Specialist - Team Lead

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
- Implemented standards to monitor the health of 1K+ integrations
- Traveled to Japan on a regular basis to meet with Product and Engineering teams and discuss the upcoming yearly roadmap

- Served as Project Manager for the creation of three web apps
- Created and maintained 10+ Jupyter notebooks for data analysis (Python, Matplotlib, Pandas)
- 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

NOTE: 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 via chat, email, and phone support
- Tracked client issues utilizing Salesforce
- Helped troubleshoot client issues using Developer Tools
- Recreated issues reported by clients before escalation
- Created and managed client-facing documentation
- Escalated issues to the engineering team as necessary
- Helped clients leverage Blackbaud's SaaS platform to meet their non-profit organization'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

- Python
- SQL
- HTML5 (3 years)
- SaaS
- Git (1 year)
- GitHub (1 year)
- XML (3 years)
- Jira (5 years)
- JavaScript (1 year)
- CSS (1 year)
- APIs
- REST
- Customer service
- Full-stack development
- Data analysis skills
- MVC
- Technical support
- Quality assurance
- Microsoft Office
- Front-end development
- Live chat
- Assembly
- Microsoft Excel
- Communication skills
- A/B testing
- Project management
- Software troubleshooting
- Employee orientation
- Spanish

- Node.js

Languages

- Spanish - Fluent
- English - Fluent

Links

<https://rcordero01.github.io/My-New-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