

Ricardo Lopez

P. 602-708-2323

gepetto911@yahoo.com

[LinkedIn](#)

[Github](#)

[Portfolio](#)

[Chandler/AZ](#)

OBJECTIVE

Software Engineer with extensive background in customer service, passionate about debugging and creating flawless user experiences. Seeking to contribute excellent teamwork and communication skills to a challenging and positive workplace.

SKILLS

React.js, Python, JavaScript, NodeJs, Flask, ExpressJs, Sequelize, PostgreSQL, SQL, Git, HTML5, CSS3

PROJECTS

TinyHub (NodeJs, Sequelize, Javascript, ExpressJs, and ReactJs)

[Live Site](#) | [Github](#)

TinyHub is a clone of AirBnB, made with tiny homes that gives users the ability to create listings and book reservations.

- Leveraged the use of Sequelize in order to facilitate robust data validations, and ensure a layer of data protection using migrations for version control
- Ensured user password protection with Bcrypt's salting/hashing library along with React router to provide a more sturdy validation system
- Employed React Context to display modals and provide a more intuitive and dynamic presentation of forms

Snack Overflow (Javascript, Python, Flask, ReactJs, and SQLAlchemy)

[Live Site](#) | [Github](#)

Snack Overflow is a message board inspired by Stack Overflow where users discuss food topics, answer questions, and vote.

- Led team of 4 engineers, utilizing efficient git and pull request workflow in order to minimize potential merge conflicts within Frontend/Backend
- Utilized Flask in the backend to handle routing data and handle requests to create, read, update and delete data (CRUD)
- Implemented SQLAlchemy, and Alembic to more effectively serve relational data to the user and maintain strict data control through custom validations and enforce data integrity with version control by utilizing migrations
- Constructed custom protected routes in React to ensure further protection by only allowing verified users to access data

Inscribe (Python, Javascript, Flask, SQLAlchemy, ReactJs)

[Live Site](#) | [Github](#)

Inscribe is a note-taking app inspired by Evernote, created with the "power note taker" in mind.

- Implemented a Python Flask, and SQLAlchemy backend allowing users to securely store notes for future access
- Applied React functional components to modularize note taking, resulting in a smoother more efficient user experience
- Employed state management of Redux to simplify React components and directly manage data for form inputs and submissions
- Adopted Agile workflow by developing one feature at a time, from back-end to front-end to better handle potential bugs and improve overall efficiency

EXPERIENCE

Collections Specialist, PayPal, Chandler/AZ

Jan 2016 - Feb 2022

- Managed communication of 35+ small business client loans through timely communication via call system to ensure good standing and prevent default
- Collaborated with a specialists team to develop effective strategies to assist customers with keeping their loans up to date and to facilitate necessary communication protocols and payment schedules when transitioning from Ebay to PayPal
- Trained and onboarded former customer service agents in small business loan account management agents when transitioning into senior roles

Customer Service Representative, Shutterfly Tempe/AZ

Oct 2012 - Dec 2016

- Acted as point of contact between customers and FedEx and frequently to confirm the deliveries, or loss of customer packages and to locate or replace a customer product, resulting in improved customer experience and satisfaction
- Partnered with 30+ customers daily to guide and demonstrate custom / DIY product creation processes while successfully handling sensitive and confidential information
- Collaborated with product design teams to communicate customer design changes of custom greeting cards

EDUCATION

App Academy - Immersive software development course with focus on full stack web development (Summer 2022)