

Robert Varela

software developer

Austin, TX | 512.516.9901 | rvarela@utexas.edu

robertvarela.com

github.com/rvarela11

linkedin.com/in/rvarela11

skills

technologies:

Front-End

- » AngularJS
- » React
- » Redux
- » JavaScript
- » jQuery
- » CSS
- » SCSS
- » Bootstrap
- » Semantic
- » Materialize
- » HTML

Back-End

- » APIs
- » Node.js
- » Express
- » Knex
- » SQL
- » PostgreSQL

Other

- » Heroku
- » Git

languages:

- » Spanish

experience

Technical Success Manager | Austin, TX

BAZAARVOICE | February 2017 - Present

- » Consult with enterprise clients to resolve technical issues.
- » Facilitate necessary code changes for configuration/setup, product functionality, and bugs/enhancements.
- » Coordinate with other departments to resolve client issues.

Front-end Developer (Contract) | Austin, TX

PATRIOT BOOT CAMP | January 2017

- » Designed and built the front-end of the alumni directory.
- » Structured and connected the front-end to receive API requests.
- » Wrote JavaScript logic to collect information needed to provide to the back-end.

Customer Success Team Lead | Austin, TX

SELF LENDER | February 2016 - August 2016

- » Grew customer support team to five people which prepared the company to handle more volume.
- » Built the support tools for the entire customer success team which reduced response rates by 50%.
- » Set up support analytics to track top issues. This helped other departments understand and fix the issues, which provided a better customer experience.

Founding Member / Market Manager | Austin, TX

HOOKED | July 2012 - July 2014

- » Launched mobile app and led it to become the #1 local college app at The University of Texas at Austin since August, 2013.
- » Designed the company's pricing model which moved the app from free to its first paying customers.
- » Kept 100% of customers on board with the rebrand. This helped the company stay as the #1 app and grow in three other markets.

education

GALVANIZE

Web Development Immersive | 2016 - 2017

UNIVERSITY OF TEXAS

BBA Finance | 2011