Cartago, Costa Rica

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Senior Software Engineer

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Employment

Senior Software Engineer	ActiveCampaign	Summer 2023

Zendesk Integration Service (ZIS)

- Orchestrated the development and implementation of ZIS, a groundbreaking ticketing system that revolutionized the CX team's resolution capabilities, leading to a 40% increase in ticket resolutions and significantly boosting customer experience metrics.

ARC

- Engineered the latest version of the multi-region campaign approval system, aligned with global datacenters and adhering to GRDC legislation; this strategic move resulted in a remarkable 20% revenue surge for the company.

Software Engineer	SchoolMint	Spring 2021 – Summer 2023

- Boosted company revenue by $2.1M through the creation and implementation of innovative workflows including a cutting-edge scoring engine and a multimedia verification system, driving increased customer engagement and sales conversions.
- Slashed build time duration in CI/CD pipelines by 50% through the successful implementation of a cutting-edge transpiler tool, resulting in a 25% increase in deployment frequency and overall team productivity.

Associate Software Engineer	SchoolMint	Fall 2020 – Spring 2021

- Expanded student enrollment for school district by 60%, through the creation of a new web KML importer.
- Reduced the time of entity imports from 1 hour to 5 minutes, by implementing asynchronous, in-batches workers.

Software Engineer, SIS Intern	SchoolMint	Summer 2020 - Fall 2020

- Optimized student information transfers to external Student Information Systems [SIS] by 75% by implementing a new exporter algorithm.
- Cut code review time by 50% by creating an automated SIS integration review script.

IT Support Engineer	CHECK	Winter 2019 - Summer 2020

- Reduced time to generate digital user content by 40% by automating media distribution workflow.
- Revamped network security protocols, resulting in a 50% reduction in incident occurrence.

Education

Costa Rica, SJO	ULACIT	Spring 2018 – Spring 2021

- B.S.E. in Computer Science - Graduated Spring 2021

Technical Experience

Projects & Freelance Work

- **SimpleBank** (2022). Conceptualized a fintech cloud API for simulating parallel bank transactions. Go, Gin.
- **Prime Provisions** (2023). Assembled a provisioning service and store for Mega-yacht restaurants. PHP, JS.

Additional Experience and Awards

- **Intern Mentor, SchoolMint (2022, 2023):** Taught interns Computer Science concepts for their careers.
- **Winner, ActiveCampaign Hackathon:** Awarded People's Choice Prize for ARC Nouveau, out of 20 projects.

Languages and Technologies

- Go; Gin; Ruby; Ruby on Rails; Typescript; Node.js; Next.js; Elixir; SQL; MySQL; PostgreSQL; GraphQL;
- AWS; Grafana; Docker; Kubernetes; Prometheus; Pulumi; Traefik; A/B Testing; Microservices; CI/CD;