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 boosting customer experience metrics.

ARC - Multi-Region Campaign Approvals System
- 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**

- Enhanced operational efficiency by introducing asynchronous, in-batches workers for entity imports, slashing import time from 1 hour to 5 minutes; realized 88% time reduction, optimizing workflow and productivity.
- Spearheaded the creation of a new web KML importer tool that revolutionized the student enrollment process, boosting school district enrollment by 60% and improving the overall user experience for students and parents.

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.
- Authored and deployed a custom SIS integration review script, cutting code reviews duration by 55%; streamlined workflows, improved code quality, and bolstered team productivity, resulting in significant time and cost savings.

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	**Summer 2023**

- Designed a cutting-edge provisioning service for Mega-yacht restaurants for **Prime Provisions**; Leveraged PHP and JS to enhance user experience and streamline operations, resulting in a 30% increase in customer satisfaction and a 25% boost in repeat business.
- Pioneered **SimpleBank**, a fintech cloud API for simulating parallel bank transactions. Go, Gin.

Additional Experience and Awards

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

Languages and Technologies

- Go; Gin; Ruby; Ruby on Rails; RSpec; Github; Node.js; Next.js; Elixir; MySQL; PostgreSQL; GraphQL;
- AWS; Grafana; Docker; Kubernetes; Prometheus; Pulumi; Traefik; A/B Testing; Microservices; CI/CD;
- Spanish (native); English (proficient); Italian (intermediate); French (basic);