

**Employment**

| Senior Software Engineer   | ActiveCampaign | Summer 2023               |
|--|----------------|---------------------------|
| <b>Zendesk Integration Service (ZIS)</b>   |                |                           |
| <ul style="list-style-type: none"><li>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.</li></ul>   |                |                           |
| <b>ARC - Multi-Region Campaign Approvals System</b>  |                |                           |
| <ul style="list-style-type: none"><li>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.</li></ul>  |                |                           |
| Software Engineer  | SchoolMint     | Spring 2021 – Summer 2023 |
| <ul style="list-style-type: none"><li>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.</li><li>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.</li></ul> |                |                           |
| Associate Software Engineer  | SchoolMint     | Fall 2020 – Spring 2021   |
| <ul style="list-style-type: none"><li>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.</li><li>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.</li></ul>               |                |                           |
| Software Engineer, SIS Intern  | SchoolMint     | Summer 2020 - Fall 2020   |
| <ul style="list-style-type: none"><li>Optimized student information transfers to external Student Information Systems [SIS] by 75% by implementing a new exporter algorithm.</li><li>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.</li></ul>  |                |                           |
| IT Support Engineer  | CHECK          | Winter 2019 - Summer 2020 |
| <ul style="list-style-type: none"><li>Reduced time to generate digital user content by 40% by automating media distribution workflow.</li><li>Revamped network security protocols, resulting in a 50% reduction in incident occurrence.</li></ul>  |                |                           |

**Education**

| Costa Rica, SJO  | ULACIT | Spring 2018 – Spring 2021 |
|--|--------|---------------------------|
| <ul style="list-style-type: none"><li>B.S.E. in Computer Science - Graduated Spring 2021</li></ul> |        |                           |

**Technical Experience**

| Projects & Freelance Work   | Summer 2023 |
|---|-------------|
| <ul style="list-style-type: none"><li>Designed a cutting-edge provisioning service for Mega-yacht restaurants for <b>Prime Provisions</b>; 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.</li><li>Pioneered <b>SimpleBank</b>, a fintech cloud API for simulating parallel bank transactions. Go, Gin.</li></ul> |             |

**Additional Experience and Awards**

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|---|--|
| <ul style="list-style-type: none"><li><b>Intern Mentor, SchoolMint (2022, 2023):</b> Taught interns Computer Science concepts for career advancement.</li><li><b>Winner, ActiveCampaign Hackathon:</b> Awarded People's Choice Prize for ARC Nouveau, out of 20 projects.</li></ul> |  |
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**Languages and Technologies**

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| <ul style="list-style-type: none"><li>Go; Gin; Ruby; Ruby on Rails; Typescript; Tailwind CSS; Node.js; Next.js; Elixir; MySQL; PostgreSQL; GraphQL;</li><li>AWS; Grafana; Docker; Kubernetes; Prometheus; Pulumi; Traefik; A/B Testing; Microservices; CI/CD;</li><li>Spanish (native); English (proficient); Italian (intermediate); French (basic);</li></ul> |  |
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