Santiago Enciso

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github.com/whereispolaris • santiagoenciso.com/

FULL STACK DEVELOPER

JavaScript | Responsive Web Design | UI/UX | WordPress | Database Management

Software Developer with demonstrated success designing, implementing, and maintaining software solutions. Broad technical knowledge encompassing web development, front end and back end infrastructure, database design, and user experience. Strong aptitude for learning new technologies quickly and leveraging that knowledge to deliver scalable business solutions and advanced support for companies operating in a digital economy.

- ❏ Offering 500+ hours with CSS, HTML, and JavaScript developing full stack, responsive frameworks and managing relational database systems in MySQL
- ❏ Knowledgeable in various JSON APIs, and strong understanding of mobile browsers, responsive design, and management of cross-browser compatibility issues
- ❏ Experienced in graphic design, web hosting, software development lifecycle, and Agile development principles

TECHNICAL KNOWLEDGE

HTML 5 • CSS • Linux • WordPress • Illustrator • Adobe Photoshop • Adobe Creative Cloud • JavaScript • PHP
JIRA • Google Search Console • Bootstrap • DNS • jQuery • AJAX • MySQL • Git • React • GitHub • Node.js

PROFESSIONAL EXPERIENCE

WP Engine | Austin, TX   **August 2016-Present**
Technical Support Engineer II
Provide day-to-day support to WordPress developers ranging from SMB to Fortune 500 enterprise accounts, advising on features that enhance performance and troubleshooting common errors in plugins, themes, DNS, PHP, Apache and Nginx.
- Consult with 20+ customers daily to maintain and scale website front ends, debug and resolve errors, and identify the root cause through error log analysis
- Manage security and performance concerns through daily assessment of WordPress vulnerabilities, deployment of security and plugin updates, and recommendations to developers for increased administrative security
- Leverage deep understanding of UI/UX to enhance the customer-facing portal, communicate customer feedback to the development team, and improve functionality through multiple hackathon projects
- Work closely with the design team to assist with marketing projects and development of the wpengine.com site and coordinate with designers to turn creative mockups into a functional UI
- Selected by senior leadership as a member of The Culture Club, which plans internal company events focused on diversity and employee engagement

Volusion | Austin, TX   **August 2015-August 2016**
eCommerce Specialist
Assist merchants with the management of online stores and assisted with HTML and CSS edits, FTP file uploads, DNS pointing and transferring, payment gateways, API integration, and order management.

HIGHLIGHTED PROJECTS

Personal Profile (https://santiagoenciso.com/)
Developed a fully customized online profile utilizing, HTML, CSS, and jQuery to add graphics, create text, and format the page design. The site uses the Materialize Framework, inspired by Google's Material design system.

Firebase Application (https://whereispolaris.github.io/firebase-application/)
Created a To-do application using Firebase's real time database and Gmail authentication to enable users to create and manage to do lists which are stored in the database separately for each user and can be accessed on any device.

EDUCATION & TRAINING

Certificate in Full Stack Web Development • University of Texas at Austin • November 2019
Front End Development • Treehouse • November 2015
Web Design • Treehouse • July 2015
Languages: English & Spanish