Santiago Enciso

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FULL STACK DEVELOPER

Technical Support | Responsive Web Design | UI/UX | eCommerce | Relational Database Systems

Experienced Software Engineer with demonstrated success designing, implementing, and maintaining complex software solutions. Broad technical knowledge encompassing web development, front end and back end infrastructure, database design, and user experience (UI/UX). 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 APIs, including REST API Services, and strong understanding of mobile browsers, responsive design, and management of cross-browser compatibility issues
➢ Experienced in graphic design, web hosting, video editing, software development lifecycle, and full stack development

TECHNICAL KNOWLEDGE

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

PROFESSIONAL EXPERIENCE

WP Engine | Austin, TX   **August 2016-Present**
Technical Support II
Provide day-to-day support to WordPress developers for Fortune 500 enterprise accounts, advising on features that enhance speed and 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 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
Assisted 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 and CSS to add graphics, create text, and format the page design.

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