Javier Leon
Programmer Engineer / Junior Developer

(917) 860-0115
Queens, New York
mrm.leon93@gmail.com

github.com/xavleon
linkedin.com/in/javier-leon1

Versatile professional skilled in academia and software development. Experienced Professor with expertise in Science, adept at imparting knowledge and guiding students. Accomplished Programming Engineer proficient in various technologies. Strong communication, mentoring, and attention to detail. Committed to excellence, innovation, and continuous growth in academia and industry.

Skills

Tools and Languages	Python, Git, LaTeX, MarkDown, PHP, C++, JS, HTML, CSS, AWS, Salesforce
Quantitative Research	Mathematical optimization, Mathematical Modeling, R, MySQL
Communication	English, Spanish (fluent speaker), Spanish (reading and writing)

Technical Experience

Programming Engineer   **May 2021 — Present**
Blink Voice   *Uniondale, New York*

- Developed and maintained software applications related to VoIP services, ensuring efficient functionality and adherence to quality standards.
- Enhanced existing VoIP applications by adding new features, integrating codecs, implementing advanced call routing algorithms, and strengthening security measures.
- Optimized performance by analyzing network traffic, identifying bottlenecks, and implementing performance enhancements, resulting in improved call handling and minimized latency.
- Created comprehensive technical documentation, including design specifications, API documentation, and troubleshooting guides, facilitating knowledge sharing and future reference.

Customer Support Specialist   **May 2021 — Present**
Blink Voice   *Uniondale, New York*

- Assisted customers via various channels such as phone, email, and live chat, promptly responding to their queries and providing accurate and helpful information.
- Effectively communicated complex technical concepts to non-technical customers, troubleshooting technical issues, and guiding them through solutions step-by-step
- Documented and maintained detailed records of customer interactions, inquiries, complaints, and resolutions in the CRM system for future reference and analysis.

Professor   **Aug 2019 — Present**
Plaza College   *Kew Gardens, New York*

- Designed and delivered engaging lectures, seminars, and laboratory sessions to undergraduate and graduate students, covering various topics in Biotechnology.
- Collaborated with colleagues on curriculum development, program assessment, and educational initiatives, contributing to the continuous improvement of the science department.
- Engaged in community outreach and public service initiatives, promoting scientific literacy and sharing knowledge with the broader community.

Professor   **Aug 2020 — July 2022**
Monroe College   *Bronx, New York*

- valuated student performance through examinations, projects, and assignments, offering constructive feedback and timely grading to facilitate their learning and growth.
- Developed and maintained relationships with industry partners, fostering internships, cooperative education programs, and collaborations to provide real-world experiences and enhance students' career prospects.

Education

Master of Science, *Long Island University*	July 2021
Bachelor of Science, *Long Island University*	2018 — 2019
Associate of Science , *BMCC*	2018 — 2019
Academic Scholarship, City University of New York	2017 — 2018

Activities

Graduate Student Council Representative	2019 — 2022
Academic Student Association: Some Workshop, Creator/Facilitator	Present
College of Science and Engineering Student Recruitment, Internships Leader	Summer 2021
After School Coding Teacher Grades 1 - 4 MIT Scratch	Summer 2021