

# Xavier Carrillo

[Carrillo.Xavier@outlook.com](mailto:Carrillo.Xavier@outlook.com) ▪ (347) 610-8210 ▪ [xcarrillo.netlify.app](https://xcarrillo.netlify.app) ▪ [github.com/xcarrillo1](https://github.com/xcarrillo1) ▪ [in/carrilloxavier](https://in/carrilloxavier)

## Professional Experience

**Technical Account Manager – Bilingual**, *Central* | Remote | New York, NY 11/23 – Present

- Managing a portfolio of 10+ enterprise clients, acting as a trusted technical advisor throughout implementation, integration, and expansion phases to support long-term adoption and technical continuity
- Leading customer onboarding and technical enablement, including admin training and platform best practices to drive user productivity and self-sufficiency
- Serving as a product and platform expert, providing guidance on advanced use cases, and acting as the escalation point for technical issues, achieving a 99.9% average resolution time within SLA and improving customer retention
- Collaborating closely with cross-functional teams such as Engineering, Sales, Product, and Marketing to relay client needs, influence roadmap decisions, and identify opportunities for expansions
- Conducting regular technical health and usage trends to identify opportunities for increased feature adoption and align product capabilities with client goals
- Supporting quarterly business reviews with stakeholders to reinforce product value, improve alignment, and uncover growth opportunities

**Technical Customer Success Specialist**, *IEX Cloud* | Remote | New York, NY 4/22 – 11/23

- Supporting and maintaining API documentation for 110+ API endpoints and 10+ features of an event processing financial platform
- Assisting 5000+ clients, including 10+ enterprise accounts, with integration and implementation during onboarding and beyond
- Collaborating with the CS Manager, Sales, Marketing, Engineering, and Product teams to improve internal capabilities, identify new customer business needs, and effectively leverage all resources to drive customer success and growth
- Diagnosing and resolving 30+ API-related issues per day, including authentication errors and data parsing problems
- Supporting monthly business operation meetings by reporting on churn rates & risk to improve growth and customer engagement
- Monitoring customer utilization trends and perform monthly client check-ins to identify platform recommendations and R&D needs

**Software Engineer Immersive Fellow**, *General Assembly* | Remote 8/21 – 11/21

- Completing the Software Engineering program with over 400+ hours of professional training
- Utilizing a hands-on approach to develop multiple applications in the latest front and backend languages and methodologies

**Mathematics & Computer Science Teacher**, *NYCDOE – Murray Hill Academy* | New York, NY 9/17 – 9/21

- Developed and implemented Algebra, Geometry, and Computer Science curriculum for 300+ students
- Attained an 89% pass rate for the NYS Algebra Regents Exam, making us the top-performing school in the district
- Effectively taught and managed over 100+ students per day throughout 5 Mathematics and Computer Science classes

**NYPD Police Cadet**, *New York Police Department – 13<sup>th</sup> Precinct & Candidate Assessment Division* | New York, NY 1/16 – 6/17

- Managed the operations of the 124 Room, taking over 200 civilian complaint reports, developing an organizational goal on a daily basis, resulting in one of the most efficient 124 Rooms in the NYPD
- Top performing cadet liaison for the 13<sup>th</sup> Precinct, managed civilian requests, NYPD filings, and community relations

## Software Development Projects

**Pick Your Poison** | Deployed on [Vercel](#) | [GitHub](#)

- Developed an app for cocktail recipe ideas with HTML, CSS, jQuery, and JavaScript using data from TheCocktailDb API

**PhillyDilly** | Deployed on [Netlify](#) | [GitHub](#)

- Developed a full-stack, CRUD app with ReactJS, Express, MongoDB, HTML, and CSS

## Skills

Programming: Python | JavaScript | SQL | CSS | HTML | REST APIs | GitHub | Jenkins

Computer and Language: Zendesk | HubSpot | Jira | Confluence | Tableau | Microsoft Office Suite | Google Suite | Fluent in Spanish

## Education

• **General Assembly** | Software Engineering Immersive | Remote | 2021

• **St. John's University** | M.S.Ed Mathematics | New York, NY | 2019

• **CUNY Baruch College** | B.B.A Marketing Management, minor in Spanish | New York, NY | 2017

- Honors: Dean's List, CUNY Scholar-Athlete, Ira B. Zasloff Award

## Leadership & Community Engagement

• **CUNY Baruch College** | Men's Varsity Soccer Team Captain | 2013 - 2017