

## Employment

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<b>Web Application Developer</b>	<b>Corsair Gaming</b>	<b>11/2022 - Present</b>
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- Generated an additional \$130,000 annually in revenue by developing a customer-facing application for ordering spare parts and keycaps.
- Implemented an automated refunding process for customer product returns, resulting in \$40,000 annual cost savings.
- Architected and deployed server infrastructure leveraging AI to automate RMA order creation, saving the company \$200,000 annually.

<b>Zendesk Developer</b>	<b>InsightSoftware</b>	<b>02/2021 - 10/2023</b>
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- Spearheaded the development and maintenance of the enterprise-wide documentation system across multiple product suites.
- Engineered automated ticket closure workflows for the IT department, significantly reducing internal workload.
- Designed and implemented a custom Zendesk theme with advanced functionality and bespoke components, enhancing user experience across all products.

<b>Application Specialist</b>	<b>Corsair Gaming</b>	<b>2/2021 - 11/2022</b>
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- Orchestrated the maintenance and expansion of an internal agent application used globally across Corsair.
- Devised and implemented Zendesk CRM policies and configurations, optimizing agent efficiency.
- Developed multiple integrations, including a Corsair Stream Deck to Zendesk plugin, enhancing cross-platform functionality.
- Created data-driven administrative tools for sales departments, facilitating accurate statistic and KPI tracking.

<b>Tech Support Tier One</b>	<b>Corsair Gaming</b>	<b>09/2020 - 10/2021</b>
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- Provided expert troubleshooting and repair services for Windows and Apple OS computers.
- Delivered first-class customer support through direct email and phone contact, resolving over 10,000 Zendesk tickets.
- Demonstrated proficiency in diagnosing and resolving issues with various computer components, including motherboards, GPUs, CPUs, and RAM.
- Guided customers through potential hardware replacements, ensuring optimal system performance.

<b>Security Specialist</b>	<b>Burlington Coat Factory</b>	<b>04/2017 - 09/2020</b>
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- Instrumental in uncovering an employee theft operation, preventing \$40,000 annual merchandise loss.
- Identified, reported, and resolved critical issues in safety, inventory management, cash handling, and theft prevention.
- Monitored and enforced physical security protection standards and building access control protocols.
- Consistently delivered exceptional customer service in alignment with company standards.

## Education

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<b>Miami, FL</b>	<b>Miami Dade College</b>	<b>2 years</b>
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- Computer Engineering

<b>Miami, FL</b>	<b>South Florida Institute of Technology</b>	<b>2 years</b>
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- Electrical Engineering

## Technical Experience

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### Projects

- **Network Security Simulation:** Developed a proof-of-concept application in C# demonstrating potential vulnerabilities in multiplayer gaming environments. The program, disguised as a video game mod, established a persistent connection to a remote server, allowing real-time monitoring of running processes and remote termination of specified applications on the target system. Used it to keep disconnecting my friends from their League of Legends matches. (C#)
- **LoL Vision:** Engineered a sophisticated computer vision project integrating with League of Legends for real-time player character detection and tracking. Leveraged Electron and Node.js frameworks in conjunction with advanced machine learning techniques to create a seamless and efficient solution. (JavaScript, Electron, Node.js, Machine Learning)
- **Unity 3D Shooter Game:** Designed and implemented a fast-paced 3D shooter game using the Unity engine. Featured a player character with dynamic spell-casting abilities, battling against endless enemy hordes. (C#)
- **Automated Time Management System:** Engineered a cloud-based solution using Google Cloud and cron jobs to automate ADP clock-in processes, improving personal time management efficiency. (Python)
- **AI-Powered Support Chatbot:** Developed an intelligent chatbot capable of retrieving product knowledge and information, enhancing the onboarding process for trainee agents. (JavaScript, Node.js)
- **Remote Team Management Dashboard:** Created a comprehensive administrative dashboard enabling team leads, managers, and supervisors to track time and monitor agent availability in a remote work environment. (JavaScript, Electron.js)

### Additional Experience and Awards

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- **South Miami Senior High School:** Selected for National Honor Society, recognizing academic excellence and leadership potential.
- **International Explorer:** Conducted a six-month expedition across Japan, including challenging treks through remote wilderness areas and alpine mountaineering during extreme weather conditions.

### Languages and Technologies

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- **Programming Languages:** C#, JavaScript, SQL, TypeScript, Python, Lua, Java
- **Frameworks & Technologies:** Node.js, Electron, React, Vue.js, Next.js, Socket.IO, Axios, Express.js, Hono.js, MongoDB, PostgreSQL, Git, GitHub, Docker, Kubernetes, GraphQL, Redux, Angular, Flutter, FastAPI, Django, Spring Boot
- **Cloud Platforms:** Google Cloud, Microsoft Azure, Amazon Web Services (AWS), Heroku, DigitalOcean
- **Data Analysis:** NumPy, Pandas, Matplotlib, SciPy, Scikit-learn, TensorFlow, PyTorch, Tableau, Power BI
- **Project Management:** Jira, Asana, Agile methodologies, Scrum, Kanban, Trello, Confluence
- **AI & Machine Learning:** Experience with Applying LLMs (Large Language Models) and developing chain of thought AI applications, Natural Language Processing (NLP), Computer Vision, MLOps, Hugging Face Transformers
- **DevOps & Infrastructure:** CI/CD pipelines, Jenkins, GitLab CI
- **Design:** Figma, Photoshop (Adobe Certified Associate), Sketch, Adobe XD, InVision
- **Web Technologies:** HTML5, CSS3, SASS/SCSS, WebAssembly, Progressive Web Apps (PWAs)
- **Testing:** Jest, Selenium, Cypress, JUnit, pytest
- **Mobile Development:** React Native

