

Employment

Web Application Developer **Corsair Gaming** **11/2022 - Present**

- 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.

Zendesk Developer **InsightSoftware** **02/2021 - 10/2023**

- 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.

Application Specialist **Corsair Gaming** **2/2021 - 11/2022**

- Orchestrated the maintenance and expansion of a 20,000-line 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.

Tech Support Tier One **Corsair Gaming** **09/2020 - 10/2021**

- 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.

Security Specialist **Burlington Coat Factory** **04/2017 - 09/2020**

- 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

Miami, FL **Miami Dade College** **2 years**

- Computer Engineering

Miami, FL **South Florida Institute of Technology** **2 years**

- Electrical Engineering

Technical Experience

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

- **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

- **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

