

# Julmar Figueroa

## Personal Info

### Email

JulmarFigueroa@gmail.com

### Phone

401-640-7589

### Website

<https://julmarfigueroa.netlify.app>

## Skills

Advanced problem solving

Root Cause Analysis

Technical Communication

Analytical and Critical Thinking

Attention to Detail

Data formatting

Data validation

Project Management

Project planning and development

Documentation Development

Organization skills

Risk management skills

## Software

Microsoft Excel

Google Sheets

HTML

CSS

JavaScript

Python

SQL

Jira

Confluence

Complex problem-solver with analytical and driven mindset. Detail-oriented, organized and meticulous employee. Works at fast pace to meet tight deadlines. Enthusiastic team player ready to contribute to company success.

## Work History

2021-10

- present

### Migration Engineer

*Recharge Payments, Remote*

Use my expertise to convert a merchant's data from a 3rd party vendor onto the Recharge platform. Collaborate with the Universal Support and Implementation teams to ensure a well-defined migration plan, and effectively triage and solve migration-related issues. My responsibilities also included consulting with merchants on data extraction best practices from 3rd party systems, mapping source data to Recharge templates alongside internal teams, and creating clear and concise documentation outlining the full migration process.

#### Key Achievements:

- Subject matter expert on data migration projects, including analyses of data files, formats and platform validation
- Consultant for technical and non-technical stakeholders on data migration processes
- Developed training materials for team growth and onboarding
- Led customer-facing, API-driven migration efforts
- Responsible for importing >\$65M merchant ARR in 2022

2020-03

- 2021-10

### T1 Support Engineer

*Recharge Payments, Remote*

Used my technical expertise and customer service skills to resolve questions and issues for our online merchants. Communicated clearly in writing to both technical and non-technical people. Assisted co-workers by answering their technical questions within Slack. Identified patterns and recommend improvements.

#### Key Achievements:

- Maintained one of the highest CSAT scores, 96%, while on the Customer Success team by going above and beyond for our merchants as well as my ability to translate difficult topics into easy to digest information
- Held shadowing sessions with new hires to teach them best practices and expose them to the day to day work they would be doing once they began taking tickets

2018-05

- 2019-08

### Software Engineer

*Pro-Change, Remote*

Responsible for developing test strategies, defining requirements, validating test data, generating testing scenarios and creating testing frameworks to automate testing processes. Executed responsibilities working independently in a remote location. Participated in weekly code reviews. Worked with HTML, CSS and JavaScript on a daily basis.

#### Key Achievements:

- Collaborated to develop Selenium and Nightwatch.js testing frameworks, automating verification of data integrity in front-end components
- Drastically reduced the required testing time and resources from hundreds of manual hours to seconds

2012-04  
- 2016-07

## **Senior iOS Advisor**

*Apple, Remote*

Managed 20 chat advisor associates, leading weekly team meetings, managing individual key performance indicators and providing coaching and mentoring for skill enhancement and career development. Listened actively to customer concerns applying problem solving skills to identify root causes and resolve issues in a timely manner. Performed as point of contact for resolving customer escalations, deescalating frustrated customers, and resolving conflicts.

Key Achievements:

- Drove increase in team customer satisfaction score by 20% through effective coaching and mentoring to build customer service skills of staff
- Achieved and sustained 100% satisfaction rating for two consecutive years as measured by Customer Satisfaction Surveys
- Recognized as subject matter expert, delivering presentations on strategies to increase customer satisfaction to other teams within the company

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## **Education**

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### **Challenge Scholarship, Code in Place, Grow with Google**

*Stanford University*

### **Software Engineering Program & Coding Bootcamp**

*Hack Reactor*

### **Associate of Arts**

*Community College of Rhode Island, Warwick*