MAICA SANTOS
Full Stack Software Engineer

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SKILLS

JavaScript, Python, HTML5, CSS3, React.js, Redux, Node.js, Express, SQL, PostgreSQL, Flask, SQLAlchemy, Docker, AWS, Git, Heroku, Object-oriented programming (OOP)

PROJECTS

REMOTEBNB Airbnb clone (**JavaScript**, **HTML**, **CSS**, **ReactJS**, **Redux**, **Express**, **awsS3**, **Heroku**)   live | github
- Managed full **CRUD** features through custom database operations by utilizing **JavaScript ES6** and **Sequelize** for improved Backend performance
- Incorporated **Amazon S3**'s data storage infrastructure for multiple image uploads in Spot creation, benefiting from its data scalability, resulting in optimized image services and page-load performance
- Designed dynamic **React** components and employed **CSS3** to convey compelling and flexible layout, resulting in intuitive use

PIXTAGRAM Instagram clone (**Python**, **HTML**, **CSS**, **ReactJS**, **Redux**, **Flask**, **Alembic**, **awsS3**, **Docker**, **Heroku**)   live | github
- Protected data integrity by implementing **Frontend** and **Backend** constraints for file type uploads resulting in consistent performance and reliability for end-user
- Applied **Python** web framework, **Flask**, with **RESTful API** for Backend development benefiting from its higher flexibility, compatibility with latest technologies, and higher performance
- **Collaborated with team** of 3 other engineers utilizing efficient **git** pull request workflow in order to minimize potential merge conflicts during Backend and Frontend development

EXPERIENCE

Patient Care Coordinator | *Green Dentistry*   June 2021 - Nov 2021
- Acquired and leveraged 5-star certification from the Scheduling Institute to develop and maintain relationships with patients and partnered vendors
- Owned and implemented 100% of new patient onboarding experience to achieve full compliance with COVID safety protocols
- Communicated with dozens of patients through phone calls, emails, and SaaS platforms such as RevenueWell
- Ensured 100% of records were stored securely and in compliance with HIPAA regulations
- Created and contributed to an empathetic and supportive team environment

RELEVANT EXPERIENCE

Onboarding and Provisioning Specialist | *Reputation.com*   December 2017 - October 2018
- Utilized Salesforce to accurately provision client accounts within online reputation management platform at SaaS startup
- Completion of same-day SLA tasks for end-users with 95% completion rate
- Published technical guides for internal/client use and took concise notes during weekly stand-up meetings
- Managed tablet/kiosk program while delivering technical support to end-users, acted as point of contact for retailers like Apple, and arranged for product shipping and receiving

EDUCATION

App Academy - *Full Stack Web Development | Jan 2022 - July 2022*
Skyline College - *AA in Psychology | 2009 - 2011*