

KRISTIAN CONTRERAS

Senior Software Engineer

FULL-STACK DEVELOPER
AWS CERTIFIED CLOUD PRACTITIONER

ROLE

Leading a team of developers that create SaaS for marketplaces. A Full-stack Senior Software Engineer with 9+ years of experience in developing ecommerce APIs, integrate CRMs, customer support, sales, and other customer communications apps.

Focuses mainly on connecting clients to different marketplaces to track, update product information, ship orders, find competition, trends and managed thousands of products thru API integrations.

SKILLS

- REST	- AWS
- MERN	- JQuery
- Laravel	- JSON
- PHP	- XML
- Node.js	- Zendesk Integrations
- React	- CRM
- MongoDB	- Full-stack developer
- SQL	- Adobe Photoshop
- GIT	- Adobe After Effects
- Wordpress	- Adobe Illustrator
- Javascript	
- cURL	

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WORK SUMMARY

SENIOR WEB DEVELOPER

G.O.Green Enterprises Inc | 2014 - present

- A team leader of 5 developers.
- Created a private web based SaaS to managed company client accounts and products on different ecommerce sites.
- Uses Laravel to communicate REST APIs of Amazon, Walmart and eBay
- Managed nearly millions of products thru APIs across different marketplaces for clients.
- Created dynamic classes and robust database design to easily port in new clients to the automated system of managing inventory, shipping, updating of products information, delisting and marketing strategy to boost sales.
- Not just a developer, but also helps the company coming up ideas how to not waste resources, save on ecommerce fees, marketing strategy, choosing the right tier and innovate ideas.

WEB DEVELOPER AND DESIGNER

HipCure Media | 2012 - 2014

- Wordpress
- Shopify and WooCommerce integration
- Uses jquery for frontend and redesigned websites with efficient UI/UX
- Uses PHP for the backend and MySQL for database

GRAPHICS DESIGNER

STUDENT ASSISTANT | 2010 - 2012

- See some of my works at [behance.net/kokinow](https://www.behance.net/kokinow)
- During this time I simultaneously work as a freelance designer, student assistant at my school, running my own t-shirt printing business all while studying Bachelor of Science in Information Technology. I use my downtime to earn money while enjoying web development, graphics designer and making animated video presentations using adobe photoshop, illustrator and after effects.

ACADEMIC BACKGROUND

BS IN INFORMATION TECHNOLOGY (BSIT), 2008-2012

Asian College of Science and Technology (ACSAT-Dumaguete)

PROJECTS

PAYMENT API BY PAYPAL

Role: *Backend developer / Team lead*

Technology Used: PHP, Laravel, MongoDB

- Uses the Payments REST API to easily and securely accept online and mobile payments on ecommerce sites or apps.
- Contains resource collections for payments, sales, refunds, authorizations, captures, and orders thru API responses.
- Accept an immediate payment or authorize a payment and capture it later. Show details for completed payments, refunds, authorizations, void or re-authorize authorizations.
- Enable customers to make PayPal and credit card payments with only a few clicks, depending on the country.

BIGCOMMERCE API

Role: *Backend developer / Team lead*

Technology Used: Node.js, MongoDB,

- Let you store data, authenticate customers, make client-side queries for product information, and more.
- Manage customer carts and checkouts and order information client-side.
- Programmatically retrieve and display information to a customer about their recent order

EBAY TRADING API (LEGACY)

Role: *Backend developer / Team lead*

Technology Used: Node.js, MongoDB

- Uses a wide range of RESTful and Traditional APIs.
- A selling API that allows you to list and manage inventory, fulfill orders, and communicate with customers.
- Add, revise, relist, get, or end eBay listings. There are also calls in this group to revise inventory quantity for a fixed-priced listing, to upload pictures to the listing, and to retrieve items that you are currently bidding on or have won/purchased.
- Retrieve the seller's orders and to perform other post-order tasks such as marking an item as shipped, providing shipment tracking information to the buyer, providing feedback to the buyer, updating the status of an order, and updating the buyer's shipping address.
- Place an offer on a listing, to create a Second-Chance Offer, to get and respond to Best Offers, and to retrieve buyer interest leads for classified ads.
- Retrieve detailed information on a user's account,
- Retrieve detailed buying and selling activity
- Set and get current account settings and preferences
- Set and get eBay platform notifications, and to perform various other tasks related to a user's account
- Customize the look-and-feel of an eBay Store, to manage eBay Store categories, and to set and get eBay Store preferences.

AMAZON SP-API (NEWEST 2022)

Role: *Backend developer / Team lead*

Technology Used: PHP, Laravel, MongoDB

- Upgraded to the most latest API Amazon has to offer.
- REST-based APIs that provide Amazon selling partners programmatic access to their Amazon Seller Central account data.
- List, update, removed, reprice products . Download orders, ship orders, cancel orders. Set lead time, set competitive price. Download reports and upload feeds
- Set up an OAuth authorization workflow that selling partners initiate from the Selling Partner App store detail page or from your own website.
- Implement encryption on data-at-rest and data-in-transit.

RISKIFIED API

Role: *Backend developer / Team lead*

Technology Used: PHP, Laravel, MongoDB, vue.js

- A fraud detection and prevention services.
- Integrate ecommerce fraud prevention services into their own websites and applications
- The services use behavioral analysis, elastic linking, proxy detection, and machine learning to detect and prevent fraud. All Riskified-approved orders come with a 100% money-back guarantee in the event of fraud.

MARKETPLACE HUB

Role: *Backend developer / Team lead*

Technology Used: Node.js, MongoDB, React

- Allows sellers to have an all-in-one site where they can manage all their listings in various marketplaces.
- Track product status, delist or relist or make items inactive
- Allows sellers to manage promotions.
- View orders and performance for a specified period of time.
- Request overall revenue, profit, product cost, tax, shipping costs and marketplaces fee.
- Import products from different sources to be listed on several ecommerce sites

ZENDESK SHOPIFY INTEGRATION

- View Shopify order information, reducing context switching and serving customers faster
- Process Shopify order refunds and cancellations in the Support app without leaving the context of the ticket
- The integration allows multiple Shopify storefront connections to a Zendesk account.
- Add Web Widget (Classic) on your Shopify storefront page, so customers can contact your support team whilst visiting your site

ZENDESK FOR WORDPRESS

- Convert blog comments into tickets and add a public comment that can also be posted as a reply in the blog post.
- View all of the tickets in the tickets widget, which is added to the administrator dashboard
- Add a contact form to the administrator dashboard so that your site users can quickly make support requests.
- It allows Zendesk tickets to be viewed in Salesforce from an Account, Contact, Lead, or Opportunity page
- Create and edit Zendesk tickets, and sync Salesforce accounts to Zendesk organization data.
- Set the visibility permissions for each type of registered WordPress site user (administrators, editors, authors, contributors, subscribers), allowing them to either see the tickets widget or the contact form.
- Add Web Widget (Classic) to your WordPress site.

SLACK FOR ZENDESK SUPPORT

- Connects a single Zendesk subdomain to a Slack workspace
- Allows you to interact with Zendesk Support tickets in your Slack channels. High-level ticket information is displayed (subject, description, priority, assignee, and creation time).
- Ticket event notifications in Slack
- Slack admins can map Zendesk Support groups to Slack channels. This allows tickets to be routed to the right channel
- Creating new tickets directly from Slack: This feature is designed to cater to an internal use case where Slack users want to raise a new Support ticket directly from Slack, which they can do using a slash command
- Answer Bot for Slack: This integration is included in the Slack for Zendesk Support integration, and utilises Answer Bot to listen on selected Slack channels. It resolves questions by providing article suggestions from your Guide knowledge base.

ZENDESK FOR SALESFORCE

- Salesforce integration connects your Salesforce accounts to Zendesk accounts
- It allows Zendesk tickets to be viewed in Salesforce from an Account, Contact, Lead, or Opportunity page
- Create and edit Zendesk tickets, and sync Salesforce accounts to Zendesk organization data.

ZENDESK TICKETS API

- Ticketing and customer support system.
- Sends a ticket automatically if an order is being detected in marketplaces, cancelled, pending or created to different departments.
- Adding tags to tickets for easy tracking without overwriting existing tags.
- Migrating ticket data into Zendesk Support
- Leverage the **search** API to make complex tasks simpler. Sometimes a task that may seem complex or require multiple endpoints can be accomplished easily with the **search** API. For example, suppose you want to import a subset of your Zendesk Support data into an external application. The subset you want is defined as all open tickets with a particular tag. The **search** API can easily return the information.

ZENDESK TICKET REDACTION APP

- Enables you to redact information or attachments from tickets
- Especially useful for removing personal information or sensitive account data from ticket comments
- Redact text from a ticket
- Works on any tickets, except for tickets with a Closed status

ZENDESK FORUM COMMUNITY

- **Help customers help each other**
- **Build a community within your website where your customers can come together**
- **Create a space for your users to connect and collaborate**
- **Tap into collective knowledge**

ZENDESK CHAT SUPPORT

- Automated answer bot.
- Allows agent to chat with the customer
- Options to allow your application to act as a Zendesk Chat agent and interact with your website visitors
- Allow visitors and agents to send and receive attachments
- Allow visitors to request transcripts and automatically send chat transcripts to email
- Allow visitors to rate chats

EBAY BUY API

Role: *Backend developer / Team lead*

Technology Used: PHP, Laravel, MongoDB, Node.js

- Enable searching based on different criteria. Can return trending items, price, most solid items, most searched items and retrieve items sales history.
- The Buy APIs work together to enable eBay partners to sell eBay items from the Partner's app or website. More like partners will be drop shipping from eBay.
- Collect information needed in an order to purchase item from eBay and ship it.
- Search for specific items by keyword, GTIN, category, charity, product, or item aspects and refine the results by using filters.
- Provides a bridge between the eBay legacy APIs, such as Finding, and the RESTful APIs, such as Browse, which use different formats for the item IDs enabling you to retrieve the details of the item.

ZENDESK TALK/ TEXT

- View or create inbound and outbound text thru Zendesk with a reference to your phone number

ZENDESK TIME TRACKING APP

- Monitor how much time agents spend on tickets

SHOPIFY API

Role: *Backend developer / Team lead*

Technology Used: PHP, Laravel, SQL, React

- Read and write Shopify store information, including products, inventory, orders, shipping, and more.
- Extend existing Shopify functionality with apps.
- Connect store inventory to other marketplaces with channels.
- Add new features to the Shopify admin or POS with app extensions.

WORDPRESS AND WOOCOMMERCE API

Role: *Backend developer / Team lead*

Technology Used: PHP, Node, Laravel

- Allows WooCommerce data to be created, read, updated, and deleted using requests in JSON format and using WordPress REST API Authentication methods and standard HTTP verbs which are understood by most HTTP clients.
- Create coupons, view, update, and delete individual, or a batch, of coupon codes.
- Create order notes A, view, and delete individual order notes.
- Order notes are added by administrators and programmatically to store data about an order, or order events.
- Retrieve sales report, coupons totals, reviews total

WALMART API

Role: *Backend developer / Team lead*

Technology Used: Node.js, MongoDB, React

- Provide sellers and partners with solutions and data to become Drop Ship Vendors (DSVs), Marketplace Sellers, or Content Service Providers along with the developer solutions to succeed with their customers thru a RESTful API.
- List, update, removed, reprice products in Walmart. Download orders, ship orders and cancel orders. Set lead time, set competitive price, download reports and upload feeds. Initiate returns and refunds automatically.
- Collect information needed in an order to purchase item from eBay and ship it.
- Search for specific items by keyword, GTIN, category, charity, product, or item aspects and refine the results by using filters.
- Provides a bridge between the eBay legacy APIs, such as Finding, and the RESTful APIs, such as Browse, which use different formats for the item IDs enabling you to retrieve the details of the item and the RESTful item ID using a legacy item ID

CONFLUENCE

Role: *Backend developer / Team lead*

Technology Used: Node.js, MongoDB, React

- A content management system for product attributes to be listed on different marketplaces. Detect changes of products and keep a copy of the changed data.
- Enables content writers to easily upload/change any details of products listed in different ecommerce and marketplaces all in one place through mass import and export of product details.

BIDDING SYSTEM FOR HARDWARE AND PLUMBING STORE

Role: *Backend developer / Team lead*

Technology Used: Node.js, MongoDB, React

- Allows walk-in customers to bid for the price of an item in brick and mortar stores.
- Separate product bids according to their rooms. And arrange which items belong to a specific area(Kitchen, Bathroom, Living room and etc.)
- Generate a contractor's report where all items that the client bids is shown clearly.
- Give customers more discounts in bulk orders

PLATO - FIGURES CALCULATOR

Role: *Backend developer / Team lead*

Technology Used: Node.js, Laravel, MongoDB

- Select best warehouse for shipping the products based on customers location
- Calculate the best cost and quantity from different vendors. Lowest cost items should take precedent.
- Come up with the most competitive pricing based on item cost, shipping cost, storage cost and more.
- Updates database every few minutes to pickup inventory or pricing changes from manufacturers.
- Avoid overselling items by constantly listening to product information modifications from different sources

LOGO DESIGNS

Role: *Backend developer / Team lead*

Technology Used: Adobe Illustrator

- Created several logo designs for clients in 99desisgns.com
- Won a logo contest in 99designs.com

ANIMATION WITH AFTER EFFECTS

Role: *Backend developer / Team lead*

Technology Used: Adobe After Effects

- Created video presentations for schools
- Created pageant shows short intros and idle screens

PET APPOINTMENT SHOP

Role: *Backend developer / Team lead*

Technology Used: Node.js, MongoDB, Node.js

- Manage pet appointments in a veterinary hospital
- Track history of diseases
- Track medications given to a pet
- Easily pull up records and automatically avoid drugs that are harmful to particular pets.

FACEBOOK PIXEL

Role: *Backend developer / Team lead*

Technology Used: PHP, Laravel

- Facebook Pixel to track the events on our sites.
- Track the leads of any products. To make sure our ads are shown to the right people and drive more interest to our ecommerce sites.
- This will also measure our ads based on what happens if the people see them