

# Jeff Alvarez

## Contact

(63) 929-641-7516



JeffAlvarez1998@gmail.com



<https://jeffalvarez.dev>



<https://linked.in.com/in/jeff-alvarez>



## Languages

### Intermediate

Java C#

### Familiar

HTML CSS  
PHP SQL

## TECHNOLOGIES

Github Wordpress  
Linode Slack  
Postman Jira

## Education

(2017 - 2021)

Bachelors in Information  
Technology

## Profile

A Support Engineer with 3+ years of professional experience. Specializing in Technical WordPress theme/plugin support, supported over 28 different plugins, from Web Builders to WooCommerce extensions and providing snippets.

## Professional Experience

**WordPress Support Engineer – Wholesale Suite, Advanced Coupon, Product Feed Pro/Elite, Store Exporter Deluxe, WC Vendors** **Aug 2021 - Current**  
Rymera – Brisbane, AU

- Raised 3<sup>rd</sup> party plugin integration and feature request on GitHub
- Created and documented plugin snippets that resulted in a 20% decrease in support response times for customer feature requests
- Created 3<sup>rd</sup> party plugin integration articles and updated our website's knowledge base/self-serve support pages
- Replying to over 12 Tier2/Tier1 tickets on a daily basis
- Logged-in directly on the customer's website to isolate issue raising replicable bugs on Github and provide a solutions for customers
- Provided support for Wholesale Suite, Advanced Coupons, Product Feed Pro, Store Exporter Deluxe & WC Vendors which consists of 19 plugins

**WordPress Support Engineer – Thrive Suite (Contract)** **Nov 2022 – Feb 2023**  
LevelUp, Thrive Themes - Stockport, UK

- Raised 3<sup>rd</sup> party plugin integration and feature request on Jira & providing alternative solutions when applicable
- Provided support for Thrive Themes which consists of 10 different plugins
- Logging into websites to isolate issues and provided appropriate solutions, including theme customizations & 3<sup>rd</sup> party services debugging (Mailchimp, Google Analytics etc.)

**Programmer – Internship** **Feb 2021 – July 2021**  
ESI Financial – Clark, PH

- Built a .Net framework application to help users to determine the most profitable bonds to invest into converting mathematic equations to code
- Reduced project cost by 5% by implementing and researching open-source Rest APIS for bonds and other related financial data
- Researched and implemented a charting framework which was 40% of the applications graphical charting interface