

Emmanuel Rivera

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FULL STACK DEVELOPER

A Full Stack Developer with a background in graphics, communications and technology. Passionate about developing applications to solve problems and create the best user experience possible. Strengths in project management, high paced multitasking, employee engagement and fluency in Spanish.

TECHNICAL SKILLS

Languages: JavaScript ES6+, CSS3, HTML5, SQL, JQuery

Applications: GitHub, MySQL, MongoDB, GraphQL

Tools: Express, Node, Handlebars, Bootstrap, React

EXPERIENCE

Verizon

April 2013 - Present

Engr III Spec - Sys Analysis, September 2022 - Present

User Story writer for Verizon Business: User Stories, UAT, and Systems Enhancement.

- Partner with design architects to provide Acceptance Criteria for User Stories.
- Write User Stories to enhance Employee Tools in the Verizon Business Group.
- Use Jira to write, submit and manage User Stories.
- Use qTest for User Acceptance Testing (UAT) and submit any issues as defects through Jira.
- Document all updates to monthly Enterprise Releases.

Engr III Spec CS - Sys Analysis, July 2021 - September 2022

Lead for Platform Incident Management: Ticket assignment, troubleshooting and resolution.

- Worked with Incident Management tracking tool to resolve 450+ trouble tickets.
- Limited experience with Jira and user stories.
- ICE Site development and maintenance (Website development and updates).
- Quality Assurance for Back End Platform systems, improving user experience and reducing down time.
- User Acceptance Testing for Communication Platform to enhance user experience.
- Enhancement ideation, testing and implementation to drive solutions.
- Change management work on platform processes to streamline work and duties.
- Liaison between company and vendor (platform owner).
- Subject Matter Expert for the entire platform.

Verizon (Cont.)

Sr. Analyst - Marketing Ops, Alpharetta, GA, February 2019 - July 2021

Copywriter for communications delivery team.

- Inspired, motivated, engaged and educated frontline employees using various company communication tools.
- Subject Matter Expert for distribution of all communication tactics.
- Responsible for formatting, structure and execution of daily internal newsletter.

Sr. Analyst - Customer Svc Ops, Alpharetta, GA, November 2015 - February 2019

Focus on employee engagement and incentives.

- Supported field teams for engagement and incentives including technical support and analytics & communications around internal incentive tool.
- Developed, analyzed and maintained reporting for projects using Excel.
- Subject Matter Expert for gamification incentive platform, all field incentives and engagement activities.
- Facilitated team meetings to keep field teams up to date on all platform information.
- Member of the automation and testing team.

Customer Specialist/Tech Expert, Tampa, FL, April 2013 - November 2015

Handled high volume of inbound customer calls while providing excellent customer service and troubleshooting to resolve customer concerns.

- Used troubleshooting skills to provide the best possible resolution for customers' technical concerns with devices and services.
- Assisted customers over the phone with billing concerns.
- Led peer information resource team.

Target, Mt. Kisco, NY

October 2009 - January 2013

Price Accuracy Team Leader

Led a team of 10-15 Team Members on best practices for the price change and promotional signing process.

- Actively participated in performance management processes and duties.
- Developed and trained team members up to the next promotional level.
- Reinvented Price Change process to positively drive company KPI's.

EDUCATION

University of Central Florida, Orlando, FL

Full Stack Developer Certificate

Manhattan College, Riverdale, NY

Bachelor of Arts (BA) - Computer Science