

# Benjamin Alvarez

Software Developer

Software developer with 8+ years of experience in banking, finance, and quality assurance in different sectors and overseas operations. Witnessing how software development has efficiently improved banking processes motivated me to contribute to automation and process-focused technology.

## Development Projects

### [Movie Project](#)

Interactive movie database that allows users to edit existing information such as genre, plot description, ratings and more. Add new movies to be displayed as a collection of personal favorites. This project featured paired programming, use of JQuery, Javascript, HTML, Bootstrap, API and JSON manipulation.

### [Food Truck AdLister](#)

A Craigslist-like ad lister full stack website with a food truck theme. Users can register an account into the database, list advertisements with editing and deleting capabilities. This project was developed in a team of 4 and made use of Java, MySQL, HTML, Bootstrap, OOP, Servlets and JSP.

### [Outfitter Expert](#)

Designing and developing a full-stack web application for OutfitterExpert that hosts a hunting and fishing online travel booking marketplace. Using mySQL database commands to sort and filter by region, species, trip price, etc. This ensures that all desired trips are easy to advertise, search, compare, and book. This project is being built using a combination of Spring, Thymeleaf, Java, jQuery, Bootstrap, and CSS.

## Professional Experience

**USAA** - San Antonio, TX

*Disputes Analyst* / Jun 2020 - Jan 2021

- Was among the top three performers that processed requests to add, delete, or update Debit Card Stop Payments in accordance with Regulatory Requirements.
- Coached incoming interns and full time employees in operational standards per VISA Debit Card Disputes process
- Recovered member dispute funds ranging from \$50 - \$10,000 through data and procedural analysis


**Citibank** - San Antonio, TX

*Account Specialist 2* / Apr 2014 - Aug 2017

- Promoted to Account Specialist and acquired multiple skills that assisted various teams such as Bill Payments, Manual transfers, and Global Account openings and reduced paper costs by introducing efficient solutions via software while increasing team productivity
- Awarded Citi's Quality Excellence Award in October 2014 for assisting the New Accounts Operations team in resolving an issue with a high-profile client seeking to open an account in the U.S.


*Citigold Service Representative* / Dec 2011 - Apr 2014

- Recognized for three perfect 100% scores on Gallup surveys done by clients for customer satisfaction and resolution resulting in my team being the top team for the entire department - October 2013
- Resolved clients' complaints and took appropriate corrective action, increasing client retention ratio significantly

 (210) 630 7421

 [benjamin.c.alvarez21@gmail.com](mailto:benjamin.c.alvarez21@gmail.com)

 [LinkedIn/bennyalvarez](https://www.linkedin.com/in/bennyalvarez)

 [GitHub/BennyAlvarez](https://github.com/BennyAlvarez)

## Technical Skills

HTML, CSS, Bootstrap,

JavaScript, jQuery, AJAX

Java SE, Java EE (Servlets, JSP),  
Spring Boot, Thymeleaf, MySQL

Object-Oriented Programming,  
Test-Driven Development, Version  
Control with Git, Paired Programming

## Education

### Codeup

Certificate of Completion

Mar 2021 - Sep 2021

A fully-immersive, project-based, and intensive 22-week Full-Stack Java Career Accelerator that provides students with 670 hours of expert instruction in software development

### San Antonio College

Associates in Applied Science

Aug 2007 - Dec 2010

Completed two years of college studies with a focus in banking and finance

President's Honors - May 2008