

# JAVIER LEON

(917) 860-0115 | Queens, New York | Portfolio: <http://Xavcode.com> | [github.com/xavleon](https://github.com/xavleon) [mrm.leon93@gmail.com](mailto:mrm.leon93@gmail.com) | [linkedin.com/in/xavcode](https://www.linkedin.com/in/xavcode)

Software Engineer with a Master's degree in Computer Science and extensive experience in developing and optimizing software applications, particularly in VoIP services. Proficient in programming languages such as Javascript, C++, and Python, with a solid understanding of algorithms, data structures, and performance optimization. Demonstrated ability to enhance application functionality through innovative feature integration and robust security measures. Adept at simplifying complex technical concepts for diverse audiences and fostering collaborative team environments. Committed to continuous learning and applying best practices in software development, with a proven track record of successful project delivery and improved user experience.

Programming Languages | Data Structures and Algorithms | Web Development | Version Control | Database Management | Cloud Computing | Agile Methodologies | Problem-Solving & Critical thinking | Software Testing | API Development | Networking Principles | Containerisation Technologies | Software Security | Technical Documentation | Code Quality | Technical Communication | DevOps Practices | Collaborative Development | Software Design Patterns | Project Management | **Languages:** English, Spanish (fluent speaker), Spanish (reading and writing)

## TECHNICAL SKILLS

**Programming Languages:** Python, TypeScript, C++, JavaScript (JS), HTML, CSS, Node.js

**Tools and Frameworks:** Git, React, AWS (Amazon Web Services), Salesforce, LaTeX, Markdown

**Databases:** MySQL, NoSQL (if applicable), MongoDB

**Quantitative Research Tools:** R, Mathematical Optimization, Mathematical Modelling

## CAREER HISTORY

**Programming Engineer** | *Blink Voice — Uniondale, New York*

**May 2021 — Present**

- Built and maintained high-performance software applications for VoIP services using Python and PHP, ensuring quality and efficiency through rigorous code reviews, automated testing, and regular performance audits.
- Enhanced VoIP functionalities by implementing new features such as advanced call routing algorithms, integrating codecs, and fortifying security protocols, utilising C++ and JavaScript, which improved service reliability and user experience.
- Optimised application performance by analysing network traffic with MySQL to identify bottlenecks and implementing targeted enhancements, resulting in a measurable reduction in call latency and increased call handling capacity.
- Produced and maintained comprehensive technical documentation using Markdown and LaTeX, including design specifications and API guides, facilitating cross-functional collaboration and supporting future scalability.

**Customer Support Specialist** | *Blink Voice — Uniondale, New York*

**May 2021 — Present**

- Provided multichannel customer support via phone, email, and live chat, achieving high-resolution rates by delivering prompt, clear, and effective solutions tailored to technical queries about VoIP applications.
- Simplified complex technical concepts for non-technical customers, troubleshooting issues and guiding them through solutions, utilising Salesforce for effective case management and improving customer satisfaction.
- Maintained accurate CRM documentation in Salesforce, recording customer interactions, inquiries, and resolutions to create a knowledge base, enabling faster resolution times and supporting customer experience analysis.

**Professor** | *Manhattan College — Bronx, New York*

**Aug 2019 — Present**

- Designed and delivered comprehensive lectures, seminars, and labs on Biotechnology topics, engaging undergraduate and graduate students and achieving high course evaluation scores.
- Collaborated on curriculum development and program assessment with faculty, contributing to strategic improvements and alignment with industry standards, leveraging R for data analysis in educational research.
- Led community outreach initiatives to promote scientific literacy, organizing workshops and seminars for local communities, expanding the college's outreach and enhancing its public image.

**Professor** | *Monroe College — Bronx, New York*

**Aug 2020 — Jul 2022**

- Evaluated student performance through exams, projects, and assignments, providing constructive feedback that supported student learning and improved academic outcomes.
- Developed partnerships with industry to establish internship and cooperative education opportunities, creating pathways for students to gain real-world experience and enhancing post-graduate career prospects.

## EDUCATION

**Master of Science** - Long Island University

**Jul 2021**

**Bachelor of Science** - Long Island University

**2018 — 2019**

**Associate of Science** - Borough of Manhattan Community College (BMCC)

**2018 — 2019**

**Academic Scholarship** - City University of New York

## PROJECTS AND ACTIVITIES

- XavTech Shop:** Developed a full-stack e-commerce app using **React**, **Redux**, authentication, **MongoDB**, and **Node.js** for a seamless shopping experience.
- ResumeBuilder Pro:** Built a dynamic resume builder app using **React**, **Redux**, and **Chakra UI**, featuring live previews, section reordering, and template selection.
- ExpenseTracker Pro:** Created an expense tracking app using **React**, **Material UI**, **Chart.js**, and **CSS**, with budget management, interactive charts, and secure user login.
- Taught coding to Grades 1-4 using MIT Scratch during Summer 2023, inspiring early interest in technology and programming among young students.