

Nate Soria

Las Vegas, Nevada, United States



njsoria@gmail.com



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

Summary

A solutions engineer at my core with a focus on API integration and development. Deep understanding of business processes and efficiencies.

Problem solver with a decade of sales and customer service experience. This lens helps me create efficient solutions for business users and intuitive experiences for consumers.

Tools include: PHP 7+ (Laravel), ES6, HTML5, CSS3, Vue.js, PostgreSQL, MySQL, MSSQL, Oracle SQL, AWS (EC2, EBS, RDS, S3, Lambda, SNS, SQS), Twilio (SMS, Voice, EIP, AutoPilot, Studio), Linux, Apache, Nginx, Node.js, Git

Experience

NAVIENT

Software Engineer

Navient

Jan 2021 - Present (10 months +)

Responsible for developing contact center solutions

API, .NET Core, PHP, MSSQL, React, Twilio, Node.js

- Developing Contact Center Application for Dialing and Engagement. Responsible for API layers and microservices surrounding dial eligibility and rules.
- Built web data connector for Tableau which exposed Twilio data to our BI solutions
- Built tools in Node.js for ETL from Twilio to MSSQL across millions of records
- Developed a decoupled application for manipulating IVR schedules
- Build data polling tool in Node.js
- Research and Develop Dialer Solutions using Twilio

MONDO

Contract Software Engineer

Mondo

Jan 2021 - Present (10 months +)

- Software Engineer at Navient



Full-Stack Developer / Project Manager

devKore

Nov 2018 - Feb 2021 (2 years 4 months)

Responsible for project management and development. Managed resources to meet customer requirements.

My primary project focus is on custom web applications and administrative tools using Laravel (5.5-8.x), Laravel Nova/Backpack and Twilio Voice, SMS, Studio, Flex, AutoPilot, Stripe, Square, PayPal, etc.

Projects Include:

- Subscription Notification System (Laravel, Twilio, Mandrill, Stripe)
- eCommerce Website (Laravel, Livewire, Backpack for Admin Dash & Client Portal, Payments)
- TimeClock Software (Laravel, Nova, and Vue.js)
- Mass SMS and AI Sales Tools (PHP)
- Mass SMS Tool with CRM Integration (Laravel and Nova)
- Skype Like SMS Chat Tool (PHP)
- Custom IVR and Twilio Voice CRM Integration (Agile CRM)
- API Development for Sustainability Surveying Project
- eCommerce WordPress Plugin Development
- Migrate Server Farm to AWS
- LOS and CRM Integration (Encompass360, AWS Lambda, Javascript)
- Integrated Alerts and Apps for Slack (Including Custom Reporting Apps)

Services:

- Full-Stack Web Application Development
- API Integration and Development (Laravel, Lumen and Knex(node.js))
- PHP (Laravel & Livewire)
- DB Dev & Admin (MySQL, MSSQL, Oracle SQL, Postgres)
- CRM Integration & Tooling
- Programmable Communications (Twilio)
- Affiliate Marketing Setup
- eCommerce
- Payment Processing Implementations (Square, Stripe, PayPal)



API / Backend Developer

V SHRED

Mar 2020 - Oct 2020 (8 months)

PHP (Laravel) API/Backend Developer

Involved in a variety of e-commerce related development projects spanning two separate proprietary eCommerce platforms.

Projects:

- Implemented an SMS solution based around Twilio
- Implemented Two Different Affiliate Marketing Solutions
- Designed DB for Workout Program V2 Including ERD and Laravel Work
- Shuffled across the backend to work on a variety of integration features.

Skills Used:

- Laravel 5.5 & 7.x
- MySQL & PostgreSQL (ERD, ORM, SQL Querying)
- Sentry
- PHPStorm
- GitHub
- SQLDBM

- TablePlus
- Postman
- Slack
- JIRA & Confluence
- Agile / SCRUM



Operations and Development

LendingWise

Jan 2020 - Mar 2020 (3 months)

Improving efficiencies in software development processes and business growth.

Responsibilities include:

- Leading the development of the API and Zapier integration.
- Involved in migrating from a dedicated server farm to AWS
- Implementing processes and procedures related to sales
- Developing internal CRM tools and related workflows



Technical Manager

Austin Capital Bank

Mar 2019 - Jan 2020 (11 months)

Responsibilities Included:

- Integration of LOS and CRM
- Implementation of Twilio SMS (Javascript)
- Development of SMS Chat Web Application (Laravel)
- Integration of Legacy CRM to Modern CRM



Head Of Software

Qualifi, Inc.

Nov 2016 - Jan 2020 (3 years 3 months)

We're a company of sales efficiencies in the lending space, working to boost revenues through intelligent software solutions and business processes.

Qualifi was built to provide lead qualification services through cutting edge human and technology synergies for lenders.

Projects Included:

- Built Custom Realtor Lead Qualification Dashboard (Laravel, Twilio SMS, AWS)
- Built Chatbot (PHP, Twilio SMS, Twilio AutoPilot, Wit.ai)
- Built Mass SMS Capability (Zoho CRM, PHP, Javascript, Slack)
- Multiple CRM and LOS Integrations
- Built Lead Qualification Workflows (Zoho CRM, Twilio Task Router, Twilio Voice)
- Stood Up Call Center (FreePBX, MicroSIP, Twilio Elastic SIP, ViciDialer)
- Managed AWS Resources



Branch Technical Manager

LeaderOne Financial

Sep 2018 - Mar 2019 (7 months)

Using emerging technologies I was personally responsible for increasing sales while also improving ROI.

Increased customer applications fourfold (4x) while only increasing overhead 20%.

Responsible for the development and integration of customer engagement software solutions including but not limited to AI chatbots (wit.ai, dialog flow, autopilot) and programmable voice/SMS.



Branch Technical Manager

Paramount Residential Mortgage Group Inc. (PRMG Inc.)

Feb 2018 - Aug 2018 (7 months)

Using emerging technologies I was personally responsible for increasing sales while also improving ROI.



DevOps Manager

2015 - Aug 2017 (2 years 8 months)

Responsible for systems integration and the development of proprietary sales software using PHP & MySQL, Twilio and AWS.



Branch Technical Manager

American Financial Network

2012 - 2015 (4 years)

Worked closely with a start-up marketing operation to establish efficient lending processes. We did this by leveraging modern technology solutions. My focus was on developing intuitive software using Twilio, PHP, MySQL and Node.js to support these efforts and increased outputs by 80%+ with the same head count.



Sr. Mortgage Banker

loanDepot

2010 - 2012 (3 years)

Top producer. Provided customer service and loan products to customers acquired through the internet.



Mortgage Banker

LendingTree

2008 - 2010 (3 years)

Top Producer for a number of months. Handled inbound and outbound calls with applicants of LendingTree.com's refinance forms.

Home Loan Center dba LendingTree Loans

Education



Western Governors University

Bachelor of Science - BS, Software Development

2019 - 2020



Orange Coast College

Miscellaneous Business Classes

2008 - 2009



The Art Institutes

Interactive Media Design

2006 - 2007

Licenses & Certifications



Amazon Certified Developer - Associate (in progress) - Amazon Web Services (AWS)



Site Development Associate

873816



CompTIA A+ ce Certification - CompTIA

Issued Nov 2019 - Expires Nov 2022



Advanced HTML5 and CSS3 Specialist

873816



CompTIA Project+ (In Progress) - CompTIA



ITIL® Foundation CPD - AXELOS Global Best Practice

Issued Dec 2019 - Expires Dec 2020



User Interface Designer

Skills

PHP • JavaScript • API Development • Mortgage Lending • Loan Origination • Software Development • Refinance • Loans • FHA • Residential Mortgages

Honors & Awards



Nationally Qualified NPC Physique Competitor

Dec 2020