

# ALDRIN PASTORES

## FRONT END DEVELOPER

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### CONTACT

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<https://github.com/AldrinKP>

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### SKILLS

JavaScript - TypeScript - Python

React - Redux - Flask - FastAPI -  
SQLAlchemy - Alembic - HTML5 - CSS -  
Tailwind

Leadership - Presentation - Product Demo  
- API Integration

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### EDUCATION

#### University of Washington

**Bachelor of Arts - Business  
Administration**

2010-2014

#### TechMongers

**Full Stack Web Developer Bootcamp**

2023-2024

### PROFILE

With 9 years of hands-on experience in a fast-paced software start-up that matured into the scale-up phase, I am now transitioning into a developer role to directly contribute to building innovative products and solutions. My background includes expertise in marketplace integrations, API testing, and enhancing user experiences. Leveraging insights from working closely with customers and gathering feedback, I bring a customer-first mindset to development.

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### WORK EXPERIENCE

#### Partner Success Team Manager

SkyKick

2021-2023

- Manage, recruit, coach, train and develop Product Specialists ensuring all business processes, policies and work practices are followed to the highest standards
- Facilitate and own the customer experience by being an escalation point to various cross-functional teams and customers
- Develop strategic team initiatives, KPIs and manage respective teams to achieve monthly/quarterly goals and identify and manage underperformance
- Be a go to resource for Sales to drive new growth opportunities for support services with customers, including sales questions, product updates and marketing campaigns.
- Work with other team managers / leaders to help make data-driven decisions, regularly analyzing and improving upon team processes by identifying risk factors and growth opportunities
- Assist with customer escalations, high priority requests, and Critical Accounts, that require management awareness or involvement

#### Sr. Technical Account Manager

SkyKick

2016-2021

Manage and lead technical activities within the account lifecycle of the company's top 10 strategic accounts in EMEA

- Partner with Account Executives to product demos and other pre-sales activities
  - Onboard client technical teams through product training and proof-of-concepts
  - Facilitate integration of SkyKick platform into client Cloud Marketplaces; perform testing of the solution
  - Gather and convey client requirements, feature requests, feedback, etc. to Product Management and Executive Leadership
  - Work closely with Product Managers to prioritize new features
  - Maintain and expand relationships to drive increased product utilization and adoption of additional SkyKick products
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