

# MICHAEL MELGAR

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**SKILLS** React.js, Ruby on Rails, JavaScript, jQuery, Ruby, Redux, SQL, Git, HTML5, CSS3, D3, Redis

## PROJECTS

**Discourse** (Built with: Ruby on Rails, React.js, Redis, Redux, HTML5, and CSS3)

[Live Site](#) | [Github](#)

*Single-page application that mirrors the functionality of Discord, a live communication app*

- Leveraged Rails' Action Cable and Redis to manage web-socket connections, creating subscriptions for chat channels, direct messages and online presence, allowing users to interact in real-time.
- Devised Rails model method to generate unique invitation codes for chat rooms in conjunction with custom Rails controller actions (and corresponding RESTful API routes) to allow users to create validated URL links to join rooms as authenticated members while reducing collision and allowing scalability
- Implemented seamless CRUD capabilities using a Rails API backend which received data using AJAX requests and responded with JSON objects dispatched to Redux state, triggering subscribed React.js frontend components to re-render, eliminating redirects and unnecessary renders, allowing for a more continuous user experience.
- Achieved robust user authentication using session cookies combined with user session tokens to identify authenticated users as well as BCrypt to store salted password hashes on the backend, allowing users to log in/log out securely.
- Secured protected app functions on the frontend, creating reusable higher order protected route components using React Router to redirect unauthorized users from accessing site features

**Taxi Hot Spots** (Built with: JavaScript, Google Maps API, HTML5, CSS3)

[Live Site](#) | [Github](#)

*Data visualization of NYC Taxi trip record data, displaying dynamic tile-based heatmap*

- Utilized Google Maps API data-layer and GeoJSON data to draw designated Taxi zones on top of a map of NYC, creating gradient styling function to achieve heat-map visual with said zones as data was manipulated by user
- Implemented dynamically updating tool-tip data using JavaScript DOM event listeners in conjunction with asynchronous JavaScript fetch requests to re-render Google Maps API InfoWindows with the appropriate context as user input changes via slider
- Devised custom gradient styling function using Google Maps API setStyle function and event listeners to convert input data into RGB values, allowing the coloring of the tiles to change appropriately as user interacted with slider.

## EXPERIENCE

**Operations Manager**

May 2014 - June 2019

**IT Manager / Head Dispatch**

May 2012 - May 2014

*DMC Limousine Service*

- Oversaw day-to-day operations of a boutique, white-glove transportation company consisting of 80+ employees and 40+ vehicles, working closely with President/Owner to ensure streamlined and effective processes
- Developed new trip record parsing system to aid with analytics as well as reducing the time required for producing weekly trip reports to comply with new TLC directive by over 70%
- Forged partnerships and negotiated contracts with clients/partners totaling over \$4,000,000
- Managed cross-functional teams, fostering communication and alignment toward organizational goals using data-driven strategies, tracking KPIs and crafting solutions to reduce friction points.
- Coordinated dispatch of 200+ trips per day, making quick decisions to manage immediate requests from VIP clients while maintaining 98% satisfaction of scheduled trips
- Integrated on-board tablets in vehicles, combined with OBD GPS to streamline trip update/tracking process, reducing office staff data entry workload by over 50% and reducing trip lead times by 30%

**IT Help Desk Support**

*NYU ITS Client Services*

Oct 2008 - Sep 2011

- Dispensed account support/troubleshooting and upheld SLAs via phone, email, and Remedy ticketing system, personally updating an average of 225 tickets per day
- Provided occasional on-site client walk-in support for troubleshooting network device setup and account access.

## EDUCATION

**App Academy** - Immersive 1000-hour software development course with a 3% acceptance rate (Oct. 2019)

**New York University** - BA - Psychology/Philosophy (3 years completed)