

GIOVANNI ALVAREZ

Forward Deployed Engineer | Enterprise Integrations | Customer-Facing Delivery

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Work Authorization: Authorized to work in the United States for any employer

PROFESSIONAL SUMMARY

Customer-facing senior engineer and technical architect with 15+ years translating ambiguous enterprise and operational requirements into deployed production software. Experienced in technical discovery, executive demonstrations, solution architecture, enterprise integrations, implementation, and production ownership. Built an enterprise hospitality platform adopted as a brand standard by global hotel chains, consolidated 35+ legacy systems, and operated high-concurrency AWS infrastructure serving millions of daily API and IoT requests. Strong communicator across customer executives and engineers while hands-on in code, data, and cloud systems.

TECHNICAL SKILLS & CORE COMPETENCIES

Customer Delivery: Technical discovery, solution architecture, POCs, executive demonstrations, requirements scoping, stakeholder communication, technical documentation

Integrations & Identity: REST APIs, OpenAPI, OAuth 2.0, OIDC, SAML, SSO, CIAM, Oracle Opera FIAS/OXI, Infor HMS (HTNG), FOSSE, IoT protocols, webhooks

Application Engineering: PHP, Laravel, Vue.js, JavaScript, TypeScript, SQL, PostgreSQL, MySQL, Redis, CodeIgniter, queue-backed processing

Cloud & Operations: AWS, Docker, NGINX, background workers, incident response, disaster recovery, performance optimization, monitoring

Platforms & Tools: Git, Linux, Android Studio, Xcode (Objective-C), SendGrid, Salesforce, Postman

PROFESSIONAL EXPERIENCE

KYC Hospitality — San Francisco Bay Area (Remote)

Founding Engineer & Technical Lead

Apr 2016 – Jul 2026

- **Customer Discovery & Delivery:** Sole founding engineer and technical partner to CEO, leading technical discovery, live demonstrations, architecture, and production delivery for an enterprise hospitality SaaS platform.
- **Brand Standard Adoption:** Partnered in executive sales cycles with global hotel brands (Hilton, Starwood, Taj) to turn complex operational challenges into credible demonstrations and rollout plans.
- **System Consolidation:** Architected and built a unified operating platform that replaced 35+ fragmented legacy point tools, eliminating software sprawl, cross-system failures, and operational overhead.
- **Enterprise Integrations:** Engineered real-time bidirectional integration pipelines for Oracle Opera FIAS/OXI, Infor HMS/HTNG, and FOSSE, connecting modern cloud workflows to legacy hotel environments.
- **High-Volume Scale & Ops:** Operated AWS, PostgreSQL, REST APIs, and IoT integrations processing millions of daily requests with a sub-500ms latency SLA; cut vendor integration onboarding from 24 hours to instant.
- **Workflow Automation:** Built automated room assignment engine reducing housekeeping administrative scheduling from hours to minutes.

SAP, Gigya Business Unit — San Francisco Bay Area (Remote)

Tier 2 Client Services Engineer (Post-Acquisition Integration)

Apr 2017 – Jun 2018

- **Integration Consulting:** Advised enterprise customer teams on heavily customized Customer Identity and Access Management (CIAM) architectures, data flows, and security best practices.
- **Deep Production Debugging:** Diagnosed and resolved mission-critical identity integration failures within complex, unfamiliar customer codebases across multiple programming stacks.
- **Demonstration Systems:** Engineered cross-platform demonstration applications across Android, iOS, JavaScript, and PHP used by global sales and client architects to validate complex SSO workflows.
- **Post-Merger Knowledge Transfer:** Standardized technical integration guides and facilitated critical architectural knowledge sharing between Gigya specialists and incoming SAP engineering teams.

Gigya — Mountain View, CA

Professional Services Engineer & Client Services Engineer

Jul 2014 – Apr 2017

- **Enterprise Solutions Consulting:** Guided Fortune 500 and global media enterprises (Formula 1, BBC, Forbes, The Guardian, KLM, Turner) on customer identity architecture, OAuth 2.0, SAML, and SSO rollout.
- **Discovery & Scoping:** Led architecture reviews and requirements workshops with customer engineering executives to define data schema models and compliance boundaries.
- **Cross-Functional Bridge:** Served as the core technical liaison between enterprise customer architects, account management, product, and engineering teams to accelerate deployment schedules.
- **SDK & Reference Architectures:** Authored reusable SDK extensions and reference applications across iOS (Objective-C), Android, JavaScript, and PHP.

ADDITIONAL EXPERIENCE

Senior Software Engineer — AVRS, Inc. (Acquired by CVR) (Feb 2013 – Jul 2014)

Ported California DMV registration systems to modern SPA architecture; implemented CasperJS automated testing and regression workflows.

Senior Software Engineer — StopTheHacker Inc. (Acquired by Cloudflare) (Jan 2012 – Feb 2013)

Overhauled customer dashboard UI/UX, engineered core internationalization system (German), and integrated SendGrid event monitoring.

Co-Founder & Lead Developer — Dynamic Duo Designs / CodeMonkeyG (Sep 2007 – Dec 2011)

Led customer discovery, architecture, and full-stack development of custom PHP/MySQL web apps and e-commerce solutions for 100+ global clients.

EDUCATION

Miami Dade College — College coursework in Computer Science and Mathematics
