

Alfred Albizures

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PROFESSIONAL EXPERIENCE

That's Done Right LLC [thatsdoneright.com/]

Houston, TX

Consultant

Mar 2026 – Present

- Founded and operate a full-stack field service platform supporting scheduling, recurring maintenance, online payments, and customer management for a growing lawn care business
- Acquired and currently manage 10 recurring customers across Katy and Crosby while overseeing customer service, operations, software development, and marketing
- Designed scalable backend architecture using Supabase, Row-Level Security, Edge Functions, Stripe subscriptions, and automated email workflows

Castle Biosciences

Houston, TX

Technical Analyst II / Programmer Analyst

Jul 2019 – Feb 2026

- Joined as employee ~100 at an early-stage startup and supported the company through a 10x growth journey to over 1,000 employees and a successful public offering (CSTL) — scaling IT infrastructure every step of the way across 3 buildings
- Closed more than 800 technical support requests in 2025 while supporting over 1,000 employees across laboratory, corporate, and remote environments with consistently high customer satisfaction
- Developed internal web applications using C#, ASP.NET, SQL Server, JavaScript, HTML, and CSS to automate business workflows and support laboratory operations

AP Networks

Houston, TX

HelpDesk and Front End Development

Apr 2018 – Apr 2019

- Resolved customer support requests for a SaaS platform by troubleshooting account access, authentication, and application usability issues while documenting incidents and escalating complex cases
- Developed and launched an internal knowledge portal using HTML, CSS, and JavaScript, improving documentation accessibility and reducing support time for end users

University of Houston Downtown

Houston, TX

IT Technician

May 2014 – Apr 2018

- Maintained daily technology operations across university classrooms and computer labs by troubleshooting Windows systems, networking issues, printers, and audiovisual equipment for students, faculty, and staff
- Imaged, deployed, and maintained campus computers, terminated and tested network cables, and troubleshot classroom audiovisual equipment to support reliable daily operations

Oportun - Progreso Financiero

Menlo Park, CA

Store Operations Manager and IT

Oct 2012 – Apr 2014

- Served as the primary IT support technician for 16 retail locations across Texas, maintaining network connectivity, workstations, printers, and business-critical systems while minimizing operational downtime
- Led technology deployments for nine new retail branches across Los Angeles and San Francisco, installing complete networking and workstation infrastructure prior to store openings

LEADERSHIP & OTHER ACTIVITIES

Rice Hackathon, Team Lead – Houston, TX

Dec 2014

- Major League Hacking Co-developed Shelterize.net, a disaster-response check-in webpage inspired by Hurricane Harvey to help individuals confirm their safety and reconnect with loved ones. Awarded Best Design Track and Best Use of Microsoft Azure

EDUCATION

University of Houston-Downtown

Houston, TX

Bachelor of Computer Science

Dec 2016

Major: Computer Science

SKILLS & CERTIFICATIONS

Programming & Web: MySQL, HTML, CSS, SQL, C#, C++, Git, JavaScript, .Net

Infrastructure & Systems: Active Directory, Microsoft 365, Intune, Group Policy, Device provisioning, Ubiquiti Networks, Cradlepoint

Platforms & Tools: WordPress, AWS, Jira, CastorEDC, DOMO, ClinCapture, Confluence, Mapbox, Microsoft Power Automate, WPengine

Languages: Spanish [Fluent]

Certifications: A+ Certification [CompTIA]