

HECTOR ALFARO

Orlando, FL • work@hectorsector.com • linkedin.com/in/hector-alfaro

PROFESSIONAL SUMMARY

Software engineer and program builder with 15+ years shipping products, leading technical training, and teaching. At GitHub, built LLM-assisted code review tooling now deployed across 8 million-plus enterprise pull requests. Founded GitHub's technical certification program and owned products that support the learner's journey. Over a decade of experience teaching computer programming and mathematics, leading instructional design teams, and managing the tutoring program. Career spans building software and supporting the people who use it.

PROFESSIONAL EXPERIENCE

GitHub, Remote — Software Engineer III

March 2022 – December 2025

- Core engineer on Pull Requests and GitHub Docs.
- Identified workflow gaps in pull request review through telemetry and user research; designed and shipped LLM-assisted code review tooling deployed across 8M+ enterprise pull requests.
- Defined success metrics and monitored outcomes post-deployment; iterated on model behavior based on usage patterns and developer feedback.
- Reviewed and merged pull requests from external community contributors; provided direct, constructive code review feedback and mentorship to first-time and repeat contributors.
- Served as Accessibility Champion; drove accessibility compliance across documentation infrastructure and advocated for accessible design standards across the organization.
- Advocated for a global open source community that grew from 65M to 100M developers; translated community feedback into product documentation and roadmap inputs.

GitHub, Remote — Senior Program Architect

December 2018 – March 2022

- Founded the company's technical certification program; owned the roadmap, defined KPIs, and aligned execution across functions to scale a partner ecosystem to 750+ global organizations.
- Owned learning-centered products. Defined requirements, sequenced delivery, and shipped iterative product improvements; used post-launch data and user feedback to flesh out a roadmap and deliver better user experiences.
- Led training strategy and roadmap for professional services and partner enablement.
- Translated product strategy and platform investments into executive-facing narratives; built business cases that secured organizational commitment for new product lines and catalog expansions.
- Researched user pain points through interviews, behavioral analysis, and surveys; translated findings into training programs and product solutions that improved partner competency.

Valencia College, Orlando — Associate Professor and Tutoring Manager

December 2008 – January 2018

- Managed mathematics tutoring for the college; hired, trained, developed, and supported tutoring staff, and owned the tutoring certification program.
- Taught 54 sections of computer programming and mathematics across online, hybrid, and face-to-face modalities, reaching 1,200+ students with 90% positive course evaluations.
- Owned the tutoring experience and its supporting technologies for the college's mathematics tutoring program.
- Owned instructional design programs; gathered requirements from 16+ departments and delivered 50+ enterprise training courses reaching 4,000+ learners across varying roles and proficiency levels.
- Owned platform product decisions for a learning management system serving 72,000+ users across six campuses; gathered requirements from 16+ departments and partnered with database administrators and developers to deliver platform improvements.

CORE COMPETENCIES

Engineering & AI Product

- AI/LLM-native product development and evaluation
- Full-stack implementation across Go, Ruby, TypeScript, JavaScript
- Code review, mentorship, and technical leadership
- Issue triage, root-cause analysis, and incident response
- Accessible software development

Program & People Development

- Training and certification program design
- Curriculum design for varying proficiency levels
- Instructional design and LMS administration
- Mentorship and team development
- Cross-functional stakeholder alignment

EDUCATION & CERTIFICATIONS

Master of Science in Computer Engineering (Machine Learning focus) University of Central Florida, Orlando

Bachelor of Science in Digital Arts and Sciences University of Florida, Gainesville

Product Management Certificate eCornell

SKILLS

Technical: JavaScript, TypeScript, Go, Ruby, Python, Node.js, AI/LLM tooling, LMS administration, A/B experimentation platforms, Git/GitHub

Communication: Fluent in English & Spanish, Technical writing, Executive communication, Public speaking, Data interpretation, User research facilitation