

Dominick Albano

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PROFESSIONAL SUMMARY

Detail-oriented and highly organized professional with a strong background in problem-solving and client-facing coordination. Proven ability to manage complex workflows, improve operational efficiency, and maintain peak performance in fast-paced, high-pressure environments. Committed to delivering exceptional guest experiences through clear communication and technical proficiency.

SKILLS

- **Technical Proficiency: Microsoft Office Suite, Google Workspace, Full Stack Web Development, Database Systems, PMS Systems, Process Optimization, Automated Features, System Management.**
- **Core Competencies: Cross-functional Coordination, Crisis Management, Professional Communication, Workflow Management, Critical Thinking, Issue Resolution, Audit Support, Client Coordination, Public Interaction.**

PROFESSIONAL EXPERIENCE

Software Engineer (Full Stack)

Comcast, Philadelphia, PA | 07/2023 – 10/2025

- **Orchestrated cross-functional communication between multiple teams to ensure seamless service delivery and production launches.**
- **Reduced manual support tickets by 20% through the implementation of automated features and streamlined internal processes.**
- **Managed complex workflows for platforms serving over 1M users, ensuring high reliability and user satisfaction.**
- **Improved operational velocity by 20% by standardizing patterns and simplifying complex task management.**

Software Engineer

Brooksource (Client: Comcast), Philadelphia, PA | 03/2023 – 07/2023

- **Designed and delivered intuitive interface components that enhanced user engagement and satisfaction.**
- **Exceeded performance benchmarks consistently, leading to a full-time offer within three months.**

Public Safety Professional

Virginia State Police Academy, North Chesterfield, VA | 01/2022 – 06/2022

- **Developed high-level adaptability and crisis management skills, maintaining professional composure and peak performance under intense pressure.**
- **Trained in rigorous environments requiring strict adherence to protocols and clear, authoritative communication.**

EDUCATION

- **Bachelor of Arts in Law & Justice | Rowan University**
- **Full Stack Web Development Certificate | University of Pennsylvania**