

## André Vélez

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### Education

<b>ITM</b> System Engineer	<b>Medellín, CO</b> (Still studying)
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### EXPERIENCE

#### Quantum Group

##### Junior full-stack web developer

- Designed and developed company software from scratch, reducing dependence on third-party solutions and cutting costs by 50%
- Using the ChatGPT API, I created a chatbot that helped centralize all critical company processes, eliminating the need for multiple PDFs, Power Points documents, Excels documents, etc.
- Created an internal employee software platform, enabling access to company information and management of various processes.
- Developed a clock-in tool that allows workers to generate their timesheets.

Currently

#### Konecta

##### RPA Developer

2020 – December 2023

- Analyzed business processes and identify automation opportunities.
- Created detailed process maps and documentation, optimizing existing workflows by at least 20%.
- Conducted thorough testing of RPA solutions using .NET, addressing any issues or bugs.
- Monitored the performance of deployed RPA solutions to ensure continuous operation and identify areas for improvement.

### TECHNICAL SKILLS

- **React.js**
- **TailwindCSS**
- **Node.js, Express.js**
- Firebase services, such as: Realtime Database, Storage, Auth.
- **Vanilla JavaScript**
- **MongoDB, SQL.**
- **Git and GitHub.**
- **English: C1**

### LEADERSHIP EXPERIENCE

Miami Herald, Konecta	Medellín, Colombia
Team Leader	January 2022 – October 2023
<ul style="list-style-type: none"><li>▪ When I started in Konecta, I was a customer service agent and then promoted to team leader handling 20 agents.</li><li>▪ Regularly reviewed cases with agents, providing one-on-one feedback to improve their performance.</li><li>▪ Attended client meetings to set goals and metrics for my team, achieving a success rate above 90%</li></ul>	

### PRODUCTS AND SERVICES

#### POS (Point of sale)

When I traveled to Ecuador (where I was born), I was shocked by the fact that the cafeterias and restaurants didn't have software to take orders, or at least to store the data. Their only order-tracking system was a notebook and a pencil. Then, when I saw the same scenario in Colombia, I decided to develop a POS and offer it for free. I'm still working on how to monetize the software because I would like to receive as much feedback as possible. One coffee shop in Ecuador is already using it, and I'm in talks with three other businesses to adopt this program.