

# Andres Arismendi Ferrada

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**Experienced Software Engineer and Team Leader** with 10+ years of experience designing scalable software systems, leading cross-functional teams, and delivering data-driven solutions. Strong background in automation, predictive analytics, and business-aligned technology strategies. Recognized for driving innovation, enhancing operational efficiency, and mentoring technical teams.

## PROFESSIONAL EXPERIENCE

### RX RETURN SERVICES

Software Engineer

Florida, USA

July 2023–Current

- Designed a scalable platform to train, validate, and deploy price prediction models for manufacturers, through Support Vector Regression models. This solution improved pricing accuracy and accelerated decision-making processes, delivering measurable business value.
- Designing and developing a platform to collect and analyze sales data from manufacturers and wholesalers, enabling statistical classification of their performance. The platform also features predictive analytics, utilizing linear regression models to forecast future trends.
- Developing a trust classification system for manufacturers, leveraging key company-defined variables. This system streamlines the selection of intermediaries for specific product sales.
- Automating the sales certification workflow, achieving a 20% reduction in the time required for inspecting return orders.
- Introducing innovative solutions, including CI/CD pipelines, to streamline software delivery and reduce lead times and achieve up to a 60% reduction in lead times. Also developed predictive models to forecast future sales and pricing trends.

### ZURICH

Team Leader – Scrum Master

Las Condes, Chile

July 2017–July 2023

- Established and led the Products department, streamlining the full insurance product development lifecycle.
- Achieved a 90% process improvement by enabling non-technical users to implement products autonomously.
- Created collaborative strategies between business and development teams through structured product review sessions.
- Developed key tools like the Product Workshop system and received 4 internal awards for innovation and leadership.
  - Awarded Best Team Leader in 2020 for excellence in leadership and results.
  - Recognized with three Zurich Recognize awards between 2018 and 2021 for excellence in teamwork and innovation

### Computer Science Instructor

University of Santiago, Chile

Santiago, Chile

March 2015–Nov 2017

- Taught programming and computing fundamentals to engineering students (Python classes).
- Highly rated by both students and academic peers.

## Developer Analyst

SP Digital

Providencia, Chile

January 2016 – July 2017

- Set up development environment on CentOS 7, implemented CI/CD, Ruby on Rails, and web scraping.
- Contributed significantly to the company's core system and agile development adoption.

## EDUCATION

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### PONTIFICAL CATHOLIC UNIVERSITY OF CHILE

Diploma Certificate in Data Science (1 year)

Santiago, Chile

Nov 2021

### UNIVERSITY OF SANTIAGO

Master's Degree in Computer Engineering (2 years)

Santiago, Chile

Honors: Highest Distinction

Aug 2017

### UNIVERSITY OF SANTIAGO

Civil Engineer in Computer Sciences (6 years)

Santiago, Chile

Aug 2016

## CERTIFICATIONS & RELEVANT COURSES

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- Big Data Analytics: Opportunities, Challenges and the Future, Griffith University (2020)
- Scrum Foundation Professional Certificate (SFPC), CERTIPROF (2020)
- Data Science, Machine Learning and AI for Business, IE Foundation (2020)
- Scaling Applications with Angular 7, BOOLEAN (2019)
- Strategic Decision Evaluation, Department of Industrial Engineering, Pontifical Catholic University Of Chile (2013)

## LANGUAGES

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- **English:** Advanced
- **Spanish:** Native

## SKILLS

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- **Programming** Languages: C#, Python, R, JavaScript, Ruby on Rails
- **Frameworks/Tools:** Angular, Telerik, Bootstrap, Git, Net Core, API's
- **Data Analysis:** SQL, Power BI, Machine Learning
- **Methodologies:** Agile, Team Collaboration
- **Other:** Jira, Excel (Advanced), Software Solution Design