



# CRISTHIAN GUILLERMO BALAGUERA BARRIOS

Systems Engineer

## CONTACT

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- Ubicación: Bogotá, Colombia

## LANGUAGES

- Ingles: intermedio

## SKILLS

- Incident and request management
- Technical team coordination
- Network and telecommunications administration
- Monitoring of metrics and indicators (KPIs, SLAs)
- Vendor management
- Customer support and communication
- Project management
- Programming in languages such as Java
- Problem solving
- Systems analysis
- Effective communication



## PROFESSIONAL PROFILE

Experience in web application development using Angular (TypeScript, components, services, RxJS, REST API consumption, modular architecture), React, Vue.js, and JavaScript ES6+. Backend experience with Node.js (Express) and .NET, RESTful API development, system integrations, authentication, and SQL database management.

Software quality and security: static code analysis with SonarQube, vulnerability identification based on OWASP Top 10, security testing with OWASP ZAP.

Previous experience in development with PHP, MySQL, HTML5, CSS3, database design, secure forms implementation, maintenance, and performance optimization.



## EDUCATION

August,2018  
February, 2025  
Barrancabermeja

**Ingenieria de Sistemas**  
Universidad de Investigación y Desarrollo  
UDI

December, 2016  
Barrancabermeja

**Bachiller Tecnico**  
Colegio Divino Niño Jesús

## PROFESSIONAL EXPERIENCE



September 2025 –  
Present

Bogotá, Colombia

### Software Developer

**CREAPPTIVOS**

- Developed web applications using Angular (TypeScript, components, services, RxJS, REST API consumption, modular architecture), React, Vue.js, and JavaScript ES6+.
- Built and consumed RESTful APIs using Node.js (Express) and .NET, implementing authentication and business logic.
- Designed and managed SQL databases, ensuring data integrity and security.
- Applied SonarQube for static code analysis to improve maintainability and reduce technical debt.
- Integrated third-party APIs and external services.
- Resolved production issues and bugs in real time within Agile environments.

July 2024 – July 2025

Barrancabermeja,  
Colombia

### Fiber Optic Supervisor – Maintenance & Support

**TABASCO OC LLC | CLARO COLOMBIA**

- Supervised and monitored administrative and technical services across multiple sites.
- Coordinated preventive, corrective, and facility maintenance activities.
- Assigned, tracked, and closed service tickets based on priority levels and SLA agreements.
- Managed vendor relationships: work order assignment, follow-up, and compliance validation.
- Supported audits and provided technical assistance in auditoriums and specialized facilities.
- Managed documentation, operational reporting, and deviation tracking.
- Monitored SLA compliance, generated alerts, and proposed continuous improvement initiatives.
- Supervised technical staff and supported operational decision-making.

July 2023 – July 2024

Barrancabermeja,  
Colombia

### Telecommunications Maintenance Technologist

**TABASCO OC LLC | CLARO COLOMBIA**

- Executed technical and corrective requirements in network infrastructure environments.
- Configured and maintained corporate equipment (routers, switches, ONTs, radios).
- Managed and supported MPLS and SD-WAN environments, ensuring secure connectivity between sites.
- Administered and updated operational databases (SQL-based systems) for infrastructure tracking.
- Delivered first- and second-level technical support, incident management, and root cause analysis.
- Implemented internal process improvements using digital tools and reporting systems.
- Conducted security testing aligned with OWASP Top 10 using OWASP ZAP.

## PROFESSIONAL EXPERIENCE



December 2022 –  
June 2023  
Barrancabermeja,  
Colombia

### Systems Engineering Intern

HART Ingeniería y Suministros

- Developed and implemented the corporate website using PHP, MySQL, HTML5, CSS3, and JavaScript.
- Supported frontend development with Angular (TypeScript, components, services) to enhance user experience.
- Designed and structured relational databases, implementing secure forms with validations and basic security controls aligned with OWASP best practices.
- Performed maintenance, performance optimization, and usability improvements.
- Supported NetSuite integration projects, conducting data validation, functional testing, and system synchronization processes.

## COURSES AND CERTIFICATIONS



February 2026	<b>Introduction to Cyberattacks</b> New York University
July 2025	<b>Linux Fundamentals</b> LearnQuest
March 2025	<b>Technical Support Fundamentals</b> United Latino Students Association
June 2023	<b>Agile Fundamentals: First Steps Toward Agile Transformation</b> Alura Latam
May 2023	<b>G5 Personal Development Training – ONE</b> Alura Latam
April 2023	<b>Git and GitHub: Manage and Share Your Code with Git and GitHub</b> Alura Latam
April 2023	<b>HTML5 and CSS3 Part 1: My First Web Page</b> Alura Latam
April 2023	<b>HTML5 and CSS3 Part 2: Positioning, Lists, and Navigation</b> Alura Latam
April 2023	<b>HTML5 and CSS3 Part 3: Working with Forms and Tables</b> Alura Latam
April 2023	<b>Programming Logic: Concepts</b> Alura Latam
April 2023	<b>Programming Logic: Practicing with Games and Animations</b> Alura Latam
April 2023	<b>Programming Logic: First Steps</b> Alura Latam