GUILLERMO PIEDRA

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WORK EXPERIENCE

Software Engineer   Sep 2021 – Sep 2023
Johnson & Johnson (via Relevance Lab)   *Houston, TX*

- Designed a proprietary solution that resulted in a 15% decrease in expenses across client accounts by employing **Python** web framework **Flask** to introduce Azure **REST APIs** into the server decommissioning pipeline to automate the deletion of resources that would otherwise persist post-Azure instance deletion, mitigating unnecessary expenses.
- Enhanced **Bootstrap** scripts for **Linux** (**RHEL, CentOS, Ubuntu**) and **Windows servers** by leveraging **Bash** and **Powershell** scripting to expand compatibility to various regions across multiple cloud platforms (**AWS, Azure and GCP**), ensuring that the servers are deployed to the designated region as per requirements.
- Implemented robust **unit and feature test** automation scripts employing **PyTest** and **Gherkin Cucumber BDD**, attaining a 30% decrease in manual testing time and a 25% increase in test coverage leading to improved software quality and accelerated release cycles.
- Collaborated with cross-functional development and operations teams, including cloud engineers and technical product owners through **SCRUM** ceremonies, following an **Agile** approach to plan and execute code releases and production deployments.
- Utilized **Docker** to encapsulate applications and their dependencies, ensuring consistency across various environments and reducing deployment-related issues, streamlining the software development life-cycle.

Sales Executive/Help Desk Technician   Jul 2017 – Feb 2021
Best Buy Co., Inc.   *Houston, TX*

- Collaborated with vendors to ensure the successful delivery of their products and initiatives within Best Buy, resulting in an increase in Spanish, English and Portuguese customer bases by 65%.
- Led the sales team to become the number one team in Sprint sales across Houston region stores.
- Managed the store's help desk and customer support systems, effectively addressing and resolving issues within clients' accounts.

Cloud Content Writer/Translator   May 2014 – Jul 2015
Datacenter.cm   *Barcelona, Venezuela*

- Composed clear, compelling, and engaging content for various marketing channels related to Cloud Computing and Enterprise Resource Administration Tools.
- Reached multiple audiences by translating content between Spanish and English.
- Optimized content for search engines (SEO) by including relevant keywords and phrases.

PROJECTS

Portfolio Website link | *Python, Flask, HTML, CSS, Jenkins, PyTest*

- Designed and developed a comprehensive portfolio website showcasing my projects and skills. Utilized HTML and CSS for the front end user-friendly interface and Python and Flask for the back end.

Calendar Holiday Finder link | *Python, Flask, HTML, CSS, Jenkins, PyTest*

- Developed a full-stack web application using Python and Flask, serving a REST API for retrieving holidays in a calendar year. Utilized HTML, CSS for front end design. Implemented Jenkins for continuous integration and PyTest for automated testing.

TECHNICAL SKILLS

Programming Languages: Python, HTML, CSS, Bash, Powershell, Ruby, SQL (SQLite)
Frameworks and Libraries: Flask, SQLAlchemy, Chef, Pytest, Gherkin Cucumber BDD
Cloud: AWS, Microsoft Azure, Google Cloud Platform, Windows server, Linux Server (RHEL, CentOS)
Tools and Technologies: Git, Docker, Jenkins, Continuous Integration-Continuous Deployment (CI-CD), JIRA, Confluence, DevOps, REST API, HTTP, GitHub, Help Desk, Technical Support
Languages: English (Fluent), Spanish (Fluent), Portuguese (Advanced)

EDUCATION

Universidad de Oriente   Anaco, Venezuela
Bachelor's Degree in Systems Engineering. GPA: 3.7   *May 2011 – Jul 2015*