
GABRIEL CARCAMO

SENIOR SOFTWARE ENGINEER

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Solution-driven information technology professional with **6+** years of technical expertise providing strategic direction to establishing transformative technological change, business process improvements, and developing optimal performance. Technical automation contributor and promoter with experience working in agile environments developing robust, customized, and user-focused solutions designed to drive organizational efficiencies, mitigate risks, and minimize costs. Strategic software engineer with demonstrated experience leveraging technology, Scrum, and Kanban methodologies, Scrumban, SaFe, and other Agile frameworks to achieve organizational advancement. Proven success developing positive culture, promoting internal team dynamics, and encouraging stakeholder engagement.

CORE COMPETENCIES

- Technical Leadership & Consultation
 - Policy & Procedure Implementation
 - Agile & Iterative Waterfall Methodologies
 - Quality Engineering Strategies & Optimization
 - Technical Program & Portfolio Management
 - Transformation & Change Management
 - Cross-Functional Team Training & Development
 - Vendor & Stakeholder Relationship Management
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PROFESSIONAL EXPERIENCE

EXPERIAN

Senior Software Development Engineer (2020 – Current)

2014 - Current

Santiago, Chile

- Technically support portfolio of key financial clients, including Chase, Citi, and Bank of America by providing strategic direction and leadership to re-engineering client business processes designed to gain internal efficiencies, enhance user experiences, and realize business opportunities.
- Develop system performance improvements by conducting analysis to enhance client operational efficiencies by adopting engineering transformation technologies for **300M+** end users.
- Guide and mentor team of engineers and technicians responsible for systems development, product support initiatives, continuous information system support, and exceptional client service with every transaction.
- Leverage Continuous Integration/Continuous Delivery (CI/CD) methodology to introduce automation within client business protocols, including examining existing incidents and automating processes to improve time to market.
- Provide ongoing support to key accounts by facilitating development of improvement strategies, including project risk mitigation, cost-benefit analysis reporting, and process mapping techniques.
- Foster strategic relationships with internal and external partners to promote advancement of agile environments, DevOps, and quality engineering practices to improve customer experiences, operation efficiencies, and reduce costs.

Software Developer I & II (2014 – 2020)

- Developed partnerships with clients by analyzing customer operations, identifying opportunities for technological efficiencies, and developing customized solutions and data architecture to meet business needs.
 - Led execution of various technological projects, including software implementations customized to meet client and operational needs.
 - Provided technical consultative services to clients overseeing all information technology needs, including software, project implementations, and troubleshooting.
 - Assisted staff with introduction of new software and technology by conducting training sessions to facilitate successful implementation and software functionality for end users.
 - Participated in weekly meetings contributing to project advancement relating to security systems implementation, technological advancements, and client service.
 - Maintained **24** hour shift technical support presence for external and internal clients by providing accurate and timely resolutions, answering queries, and ensuring business continuity.
 - Collaborated with cross-functional teams to analyze departmental needs, areas of opportunities, and operational inefficiencies and develop technological solutions as long-term action plans.
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EDUCATION

ENGINEER'S DEGREE, Computer and Information Sciences
Universidad Mayor

2016 – 2020
Santiago, Chile

TECHNICAL PROJECTS

ARTIFICIAL NEURAL NETWORKS

- Application designed from scratch to allow end users with greater insight into human behavior and potential options by utilizing machine learning algorithms.

PROPERTY MARKET ANALYSIS - TENDENCY

- Designed to recognize patterns and trends on housing market generating analysis for potential homeowners and end users to make feasible decisions by building and utilizing custom system, involving selenium, python, scrapy, pandas and kibana.

STUDENTS' DESERTION MACHINE LEARNING MODELS

- Designed to identify students with potential to leave educational learning after first year of university by generating ETL and machine learning system for model training and analysis of relations on data regarding students' desertion.
- Utilized YAML configuration file to allow system to run several models with different sets of columns and algorithms.

PROPERTY MARKET ANALYSIS – DREAM HOME

- Created Excel based model to extract important property categories, including size, bedrooms, bathrooms, garage, storage, kitchen, and other factors to assist homeowners and end users making complex decisions.

TECHNICAL SKILLS

C++ | Microsoft Office | Agile | Scrum | Python | DevOps | Ubuntu | Linux | Windows | Batch | Distributed-AIX | Credit Reporting | Mainframe-Z/OS | Algorithm | Web Development | Data Science | Application | Mathematics | Script | Automation | AI | Code Analysis | Pandas | Numpy | Matplotlib | Scipy | Scikit-Learn | Jupyter | Venv | SQL | db2 | PostgreSQL | MySQL | JavaScript | Node.js | Express.js | Shell | Sh | Ksh | Bash | Git | GitHub | Bitbucket | Programming | Lucidchart | Diagraming | Perl | Elastic Search