

## Contactar

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www.linkedin.com/in/gabriel-carcamo (LinkedIn)

github.com/Brownbull (Portfolio)

## Aptitudes principales

C

Shell Scripting

Python (Programming Language)

## Languages

Spanish (Native or Bilingual)

German (Elementary)

English (Professional Working)

## Certifications

Data Warehouse Concepts: Basic to Advanced concepts

The Web Developer Bootcamp 2018

The Complete Developers Guide to MongoDB

Pragmatic System Design by Alexey Soshin

Machine Learning A-Z™: Hands-On Python In Data Science

## Honors-Awards

High Potential Program

# Gabriel Carcamo

Senior Software Engineer towards AI Engineer

Área metropolitana de Santiago

## Extracto

Solution-driven information technology professional with 5+ 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.

## Experiencia

Experian

12 años

Senior Software Engineer

abril de 2020 - abril de 2025 (5 años 1 mes)

Santiago, Santiago Metropolitan, 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 Development Developer II

septiembre de 2016 - abril de 2020 (3 años 8 meses)

Provincia de Santiago, Chile

- 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.

### Software Development Developer I

noviembre de 2014 - septiembre de 2016 (1 año 11 meses)

Analyzes, designs, develops, codes, and implements programs in one or more programming languages, for a specific assigned software system or systems.

These may include PC, Web, or mainframe-based development tools.

Basic knowledge of C (Mainframe), C (UNIX), JCL, SyncSort, SQL.

(Analyzes/design) Writes basic scoping document requirements and design  
(Develop/Codes) Writes basic coding, performs basic unit testing, and makes basic code reviews.

Basic compile, link, executes, and debugging of programs.

Run basic C programs on UNIX environment outside Internal Distributed Systems.

(Implements) Have basic knowledge of Endeavor to move elements to prod, prepares basic implementation plans, defines the impact of changes on the production environment and the required steps to prevent risks during the implementation process.

Knows how to deploy models on Internal Distributed Systems.

Knows basic OPC configuration and how to request creations and changes.

Have basic database knowledge and knows how to request changes.

Performs basic queries (Select, update, insert, Merge).

Consumer services associate II

mayo de 2013 - noviembre de 2014 (1 año 7 meses)

Create disputes at Consumer's Credit Report according with the consumer's letters

Konecta Chile

Technical Customer Support Representative

marzo de 2013 - mayo de 2013 (3 meses)

Santiago, Santiago Metropolitan, Chile

Gobierno de Chile

EDECAN de prensa

enero de 2013 - febrero de 2013 (2 meses)

Cumbre latinoamericana CELAC

Jazzplat Chile Call Center, S.L.

Technical Customer Support Representative

enero de 2012 - diciembre de 2012 (1 año)

Santiago, Santiago Metropolitan, Chile

AtentoChile

Technical Customer Support Representative

abril de 2010 - diciembre de 2011 (1 año 9 meses)

Santiago, Santiago Metropolitan, Chile

## Educación

Universidad Mayor

Engineer's Degree, Computer and Information Sciences,

General · (2016 - 2020)