

CAMILA MORALES SOLANO

PROFESSIONAL PROFILE

Software developer with experience in mobile and web application development, system maintenance, and technical support. Skilled in multiple programming languages and development tools, with a practical focus on creating functional, user-oriented solutions. Known for being responsible, detail-oriented, and an effective team player.

WORK EXPERIENCE

TECHNICAL SUPPORT ENGINEER INTERNSHIP

IBM | January 2025 - Present

- Receive and prioritize DevOps mainframe support cases based on impact.
- Communicate directly with customers to collect environment details and error scenarios.
- Analyze system logs and replicate issues in virtual machines to identify configuration or backend faults.
- Recommend targeted fixes and best-practice setups for customers to implement and resolve product errors.

CUSTOMER SERVICE REPRESENTATIVE III

SYKES | September 2024 - January 2025

- Provided bilingual (Spanish and English) support for bank account holders, resolving client issues.
- Assisted with account concerns, ensuring customer satisfaction.
- Handled transactions, and troubleshooting, following bank policies.
- Delivered timely solutions through clear communication and teamwork.

SOFTWARE DEVELOPER AND IT SPECIALIST

JMA Logística | March 2024 - July 2024

- Developed frontend UI using Flutter and Dart, ensuring an intuitive user experience.
- Created the backend for the first project phase, integrating it with the frontend.
- Maintained a Xamarin mobile app (C# and XAML), providing updates and smooth operation.
- Trained users and provided internal support, resolving technical issues efficiently.

INTERNSHIP

Akamai Technologies | October 2023 - November 2023

- Created structured presentations elucidating technical workflows of networking tools.
- Successfully completed specialized training in cybersecurity and content delivery networks.
- Developed and executed cybersecurity configurations to safeguard against various cyber threats and attacks.
- Proficiently highlighted key benefits of products to showcase their value proposition.

FREELANCE DEBUGGER AND TESTER

November 2022 - January 2023

- Conducting thorough reviews of code to identify and diagnose issues.
- Using specialized tools and techniques to identify and isolate bugs.
- Identifying and documenting defects or issues with software applications.
- Data extraction and analysis using SQL queries.

CONTACT

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- 🌐 Camila Morales

SOFT SKILLS

- Communication
- Problem-solving
- Attention to detail
- Adaptability
- Teamwork and collaboration

HARD SKILLS

- OS Management
- PC architecture
- User Interface designing
- Adobe Illustrator
- HTTPS & DNS protocols
- SQL Databases
- GitHub

Programming languages

- C#
- Python
- HTML/CSS
- JavaScript
- Java
- ASP.NET
- Dart
- PHP

CERTIFICATIONS

- **Scrum Master Professional Certificate**
Certiprof
- **IT Essentials: PC Hardware and Software**
Cisco Networking Academy
- **Introduction to Cibersecurity**
Cisco Networking Academy
- **Python Essentials 1: Basics**
Cisco Networking Academy
- **Python Essentials 2: Intermediate**
Cisco Networking Academy
- **JavaScript Essentials 1**
Cisco Networking Academy

LANGUAGES

- Spanish - Native
- English - C1
- Portugues - B1

EDUCATION

BARCELOR IN SOFTWARE ENGINEERING

CENFOTEC University | January 2024 - Present

MID-TECHNICIAN IN SOFTWARE DEVELOPMENT

Vocational High School CIT | 2021 - 2023

HIGH SCHOOL DIPLOMA

Vocational High School CIT | 2018 - 2023