

# Dario Torres (They/Them)

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## Professional Summary

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Dynamic and solutions-oriented developer with 4 years of experience designing and implementing web-based solutions tailored to business needs. Adept at fostering strong relationships with clients to effectively gather requirements and identify automation opportunities. Proven project leader in integration and automation initiatives within IT and engineering.

## Technical Skills

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**Proficient Languages:** Java, SQL, C, C++, C#, Python, HTML, CSS, JavaScript, Typescript

**Web Services:** SOAP, REST

**Frameworks:** Angular JS, Vue, .NET

**Version Control:** Git

**Platforms:** Windows, Unix

**Soft Skills:** Object-Oriented Design, ITSM, AJAX, Scrum, Agile, QA, CI/CD, Technical Communication

## Certifications

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- ServiceNow Administrator
- AWS Solutions Architect (in progress)

## Education

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### University of California, Santa Cruz

Aug 2014 – Jun 2019

Bachelor's of Science in Computer Science

Bachelor's of Science in Cognitive Science

Concentration: AI/Human-Computer Interaction

## Experience

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### Business Systems Analyst, E. & J. Gallo Winery

January 2022 – January 2024

- Digitized building audit process by automating scheduling & follow up tasks, reducing time-to-complete by 50%
- Architected and developed integration between ServiceNow & GitLab for improved reporting and automated code reviews and deployment
- Automated fire system maintenance scheduling & communication and standardized process reducing support requests by 74%
- Designed and developed web-based project portal to standardize & automate project managers' processes across the engineering department
- Regularly led sprint planning, daily scrum, sprint retrospective, & root cause analysis as SCRUM master
- Maintained robust knowledge base with training & resources for developers, system administrators, & end users

### Platform Developer, E. & J. Gallo Winery Staff Aug through Kelly Services

March 2020 – January 2022

- Led project to improve expedience of SAP ticket creation for factory floor workers via web-based portal and REST web services
- Architected integration between ServiceNow and iMonnit utilizing object oriented design improving alert response time by 45%
- Developed highly responsive custom HR portal from close collaboration with HR representatives
- Maintained SQL queries for data ingestion, transformation and use in variety of applications
- Led daily stand up and communicated project status updates to customers and stakeholders
- Regularly performed code review, QA, and change with minimal downtime and quick turnaround
- Created and maintained tailored productivity KPI dashboards for leadership

## References

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Frank Martin, Sr. Technical Product Manager, E. & J. Gallo Winery, [frank.martin@ejgallo.com](mailto:frank.martin@ejgallo.com)

Josh Lane, Engineering Manager, E. & J. Gallo Winery, [Josh.Lane@ejgallo.com](mailto:Josh.Lane@ejgallo.com)

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