

---

## Diego Esteban Plata Gomez

---

323 Richmond St. East • Toronto, ON M5A 4R3 • dplatagomez@gmail.com • (437) 445-0323 • [Portfolio](#)

### About Me

Versatile, bilingual and highly motivated developer with a strong foundation in modern web technologies, cloud infrastructure, software development, and DevOps. Proficient in building responsive web applications, designing scalable backend systems, and automating deployment pipelines. With over 2 years of experience, I possess the ability to solve complex challenges, drive improvement, support diverse user bases and collaborate effectively with team workers. Currently looking for an opportunity where I can grow, learn and apply my skills and knowledge in a thriving environment.

### Technical Skills & Projects

**Programming & Frameworks:** Java, Python, JavaScript, Typescript, C#, HTML5, CSS, Bash Scripting, Shell, RESTful APIs, Spring Boot, Django, Flask, ReactJS, AngularJS, NodeJS, NestJS, JSON, XML.

**Databases:** SQL & NoSQL(MySQL, PostgreSQL, Microsoft SQL Server, MongoDB, Oracle)

**Software & Tools:** GitHub, Git, NetBeans, Jenkins, Postman, Figma, Jira, Confluence, Slack, ServiceNow, M365

**Operating Systems:** macOS, iOS, Android, Windows.

**Cloud & DevOps Tools:** AWS, Azure, GCP, Docker, Kubernetes, Digital Ocean, Terraform, Jenkins, CI/CD Pipelines

**Certifications:** ITIL 4 Foundation (In progress), CompTIA A+ (In progress), AZ-900, MS-900

### Full Stack Developer

Toronto, ON

#### Personal Web Portfolio

January 2024 – Present

Programmed a fully responsive portfolio website to showcase software development projects, technical skills, and achievements, enhancing personal brand and ensuring cross platform compatibility. Leveraged modern technologies and tools including but not limited to React, Typescript, Tailwind CSS and GitHub Pages to ensure high performance across all devices & platforms. Implemented CI/CD pipelines via Netlify, automating modern development and deployment workflows and reducing manual release time by 90%.

### AI Resume Builder Web

Toronto, ON

#### Personal Project

May 2023 – April 2024

Designed and developed an AI Resume Builder that generated customized ATS-optimized resumes, reducing resume creation time by 70% and boosting interview rates by 25%. Leveraged and integrated technologies like Python, TensorFlow, Typescript, JavaScript, Docker, APIs, Postman and MongoDB to ensure reliable updates and scalable professional-grade performance. Led development and collaborated with team members to ensure project goals were met, demonstrating leadership, communication, and technical proficiency.

### Experience

#### Technical Support Representative

Toronto, ON

##### Gatestone & Co. Inc.

February – May 2025

Resolved an average of +40 technical support tickets per shift related to network connectivity, VoIP, software troubleshooting, and digital services, achieving an 84% First Contact Resolution (FCR) rate. Delivered Tier 1 support using internal diagnostic tools and CRM software, ensuring accurate documentation of 100% of tickets to support continuity and future troubleshooting if required. Collaborated with cross-functional teams to identify and escalate bugs and system inefficiencies, contributing to a 22% improvement in service delivery processes and promoting better user experiences.

### IT Support Technician

Toronto, ON

#### George Brown College

April 2022 – April 2024

Delivered Tier 1 and Tier 2 technical support to students, faculty, and staff across multiple campus locations, resolving +300 monthly hardware/software issues, including email configuration, file access and software installations, achieving an 85% satisfaction rate. Spearheaded the successful deployment and imaging of Windows 8 to 11 across workstations, ensuring smooth transitions through proper procedures and post-migration support. Reduced system downtime by 50% through implementation of automated updates, hardware optimization initiatives and preventive maintenance protocols.

### Education

#### George Brown College

Toronto, ON

##### Advanced College Diploma in Computer Programming & Analysis

January 2022 – April 2024

Relevant Coursework: Data Structures & Algorithms, Object-Oriented Programming, Web Application, API Development, Database Management, Agile & Scrum Methodologies, Software Development, AI & Machine Learning, Cloud Services.

### Language Skills

**Languages:** Fluent English, Fluent Spanish, and Conversational French.