

Luis Llamazares

SOFTWARE ENGINEER



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[github.com/Douriel](#)

LANGUAGES

- **English** - Business Proficiency (B2 Cambridge certificate) .
- **Spanish** - Native speaker.

MISCELLANEOUS

- I hold a **EU driving license**: cars and motorcycles.
- I have worked with **charitable organizations** taking care of disadvantaged children. I have also participated in food drives.
- I practice climbing and I really like outdoor activities.

EXPERIENCE

SAP (Dublin, Ireland: 2021 - Current) Product Support Engineer:

I provide technical solutions to address challenges faced by SAP users in a timely manner, helping prevent financial losses, legal repercussions, or simply guiding clients. I specialize in Output Management and Adobe Document Services (ADS).

- **Troubleshooting & Risk Identification:** Analytical agility in resolving complex issues under pressure and proactively identifying risks to prevent escalations.
- **Debugging (ABAP):** In-depth knowledge of programs, function modules, and classes to quickly provide **RCA**.
- **Communication & Stakeholder Management:** Clear communication with clients to streamline analysis, manage expectations, and facilitate discussions between cross-functional teams.
- **Coordination & Cross-Functional Collaboration:** Experience collaborating with international teams to prioritize tasks and ensure timely delivery.
- **Knowledge Transfer & Mentoring:** Documenting solutions in Knowledge Base Articles (KBAs) and mentoring colleagues to share critical knowledge.

ADD4U (Madrid, Spain: 2021) Full-Stack developer:

Internship in a software development company.
Web services using HTML, CSS, Java Script and Bootstrap.
I developed REST services using Java with Spring Boot.

EDUCATION

MSc in Software Design With Artificial Intelligence (First Honour Class) 2024

Technological University of Shannon (TUS) - Athlone



- I developed a **Large Language Model** (LLM) based on Llama-2 that improves the readability and understanding of medical reports for patients.
- I applied **data analysis** techniques and a variety of algorithms to identify patterns across different datasets, presenting them in the most comprehensible way. For example, I explored correlations between GDP and suicide rates.
- I refined my coding skills through Object-Oriented Programming (**OOP**) courses, focusing on Oracle's **1Z0-808** certification.

Bachelor of Science in Software Engineering (2016 - 2021)

Francisco de Vitoria University (UFV) - Madrid



- For my final thesis I developed an **Neural Network** which was able to detect fire outbreaks on real time. I collected the dataset of photos and videos of fire to train the net myself.
- Experience with **version control systems** including git.
- Programming languages:
 - Java
 - C++/#
 - Python
 - ABAP
 - Matlab
- Web design:
 - HTML
 - CSS
 - JavaScript
- Database:
 - SQL

Robotic Expert Course - UFV

I have developed a smartwatch using a 4x4x4 led panels.

Development Environments:

- Arduino IDE
- V-rep

Forest engineering first course - UPM (2015)

CERTIFICATIONS

SAPTEC - March 2022



Cambridge B2 English - September 2019



PERSONAL PROFILE

I am a software engineer, recently having completed a Master's in Software Design with a specialization in AI. I've been living in Ireland for the past three years, currently working as a Support Engineer at SAP.

I enjoy my current role and deeply value my team and what I learned however, I am eager to shift my career towards software development. I am passionate about contributing to the creation of new software tools that can truly benefit people. I have a lot to offer, and I am keen to learn and work hard to make that transition.