Jayden Encarnacao Vásquez
Software Engineer

Contact

jayden@encarnacao.net

+1 206 395 6663

+506 8724 6446

Languages

Spanish
C2
English
C2
Portuguese
B2

About Me

Computer Science student at the University of Costa Rica with strong academic performance and hands-on experience in AI-driven automation, backend systems, and full-stack development. I have worked across C#/.NET, Node.js, TypeScript, Python, and SQL-based systems, building scalable APIs, webhook-triggered workflows, and CRM integrations using Azure and OpenAI services. My experience spans real production environments, including AI-powered lead qualification systems and sales execution platforms. I combine solid theoretical foundations with practical implementation, strong problem-solving skills, and cross-functional collaboration experience in Agile teams. Driven, disciplined, and continuously learning, I am seeking an internship or entry-level software engineering opportunity where I can contribute meaningfully while further developing my expertise in backend architecture, AI systems, and scalable software design.

Work Experience

Software Engineer — SmartCues.ai (2025)

- Developed features for a sales execution platform that helps reps follow playbooks during calls ("Whisper UI") and improves adherence analytics.
- Built across C#/.NET, Node.js, and TypeScript, focusing on API integrations, workflow logic, and scalable backend services.
- Contributed to a privacy-first, desktop-based approach that delivers guidance without invasive meeting bots.

Software Engineer Intern (AI Automation Engineer) — Growth Acceleration Partners (Jul 2025 – Aug 2025) — Remote, San José, CR

- Built an AI lead-qualification automation integrated with HubSpot CRM for the marketing team.
- Designed a webhook-triggered workflow that enriches new contacts, scores lead quality, and generates real-time assessments.
- Integrated Azure services + OpenAI APIs to notify contact owners automatically, improving marketing-to-sales handoff efficiency.

Selling Partner Support (Trilingual) — Amazon (Mar 2024 – Jan 2025)

- Supported sellers across North America and Brazil via phone/chat/email in English, Spanish, and Portuguese.
- Resolved issues across account health, listings, fulfillment, and internal tools while ensuring policy compliance.
- Acted as an escalation point, driving fast troubleshooting and cross-team coordination in a high-volume environment.

Full Stack Web Developer — CentauroSolutions (Jan 2023 – Dec 2023)

- Built and optimized a billing web application using OutSystems, JavaScript, CSS, and MongoDB.
- Delivered responsive UI, API integrations, and database-backed features; improved performance and reliability.
- Collaborated in Agile with product, design, and QA; contributed to testing, debugging, and documentation.

Courses

CCNA1, CCNA2, CCNA3, Linux Essentials, CyberOps Associate

Degrees

Technical Degree in Networking, Technical Degree in Business Informatics

Technologies

Java, Python, JavaScript, TypeScript, C#, PHP, .NET, Node.js, REST APIs, Webhooks, CRM Integrations (HubSpot), Workflow Automation, Microsoft Azure, OpenAI APIs, AI automation systems, SQL Server, MongoDB, ClaudeCode