Juan J. Aguilera

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LINKS

Linkedin
Github
Gitlab

SKILLS

LANGUAGES

HTML • CSS • JavaScript
Python • React • Django

TECHNOLOGIES

PostgreSQL • Git
Docker • Postman •
NGINX• Gunicorn • AWS

OTHERS

CI/CD • Gitlab

EDUCATION

WGU - Bachelor's of Tech

Cloud Computing
Graduating January
2024

CERTIFICATIONS

CompTIA Certs

- Network +
- Security +
- Linux +
- Project +

ITIL v4

AWS

- Cloud Practitioner
- SysOps Adminstrator

EXPERIENCE

Verizon | Telecommunications Engineer 3
10/2023 - **Present**

- Work directly with customers amd Project Managers in order to properly document calls flows, business requirements, and integrations needed for the build.
- Architect and build customer solutions using NICE CxOne software while ensuring adherences to the platforms best practices and software engineering principles.
- Ensure customers are properly trained on all aspects of their new solution.

NICE CxOne | Software Engineer
02/2022 - **10/2023**

- Collaborated with customers, Project Managers, and Implementation team members to ensure timely completion of builds in accordance with specified requirements.
- Ensure the proper functioning of third-party APIs and other necessary build integrations, such as Conversational AI or CRMs, by effectively integrating them into NICE CxOne's IVR software to meet the build's objectives.
- Developed custom logic for processing and parsing customer data, and performed rigorous testing to ensure that the build was free of bugs, issues, or undesirable outcomes before submitting it for QA.

DellEMC | Tech Support Engineer 2
12/2014 - **01/2022**

- Delivered technical assistance to enterprise customers encountering issues with ViPR, a SaaS product.