Germain Arturo Duran Torres
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Fully Work Authorized Indefinitely · No Visa Sponsorship Required

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PROFESSIONAL SUMMARY
Full Stack Software Developer and Telecommunications Engineer with 4+ years' experience in software development and consulting engineering. Passionate about technology and providing client solutions. Strong communication and interpersonal skills, and fluent in Spanish.

TECHNICAL SKILLS
- Programing languages (JavaScript, React, Node.js, Java, Ruby, Ruby on Rails, HTML, CSS) Database (SQL, Postgres)
- GitHub, Data Entry, Multisim, Matlab, WebLogic, JIRA, Figma, E-commerce, Magento
- OS (Windows, Linux), Microsoft Office (Word, Excel, PowerPoint, Outlook)

PROFESSIONAL DEVELOPMENT
Full Stack Web Development, Immersive Software Engineering, Flatiron School, New York, NY   10/2018 – 02/2019
Introduction to JAVA Programming Course, New York University, New York, NY   02/2018 – 04/2018

PROJECT BASED WORK
TriPacking - GitHub repo | Demo | Portfolio
Application that allows users to create, edit, delete trips and suitcases with the feature of adding/organizing belongings
- Developed a Rails API backend with endpoints for users, trips, belongings and suitcases; enabled full CRUD for trips, suitcases and belongings and incorporated Cloudinary API to enable image uploads
- Implemented user interface employing React/Redux and JavaScript with Materialize CSS for styling
- Utilized JSON Web Tokens, localStorage and bcrypt gem to store encrypted client-side user information
- Used Active Record for establishing relationship between models

PROFESSIONAL EXPERIENCE
Support Engineer   10/2019 – present
BaubleBar Inc, New York, United States
- Manage all tickets via JIRA from marketing, creative and production teams and external integration partners
- Troubleshoot, test and solve issues related to the deployment, and ongoing support of BaubleBar products
- Update homepage, banners, footer, navigation bar and copies across the site
- Create transactional emails templates and send them to customers through Sendgrid API
- Conduct internal and external follow-up on issues to verify issue resolution and ensure customer satisfaction
- Document, report and provide quality assurance in the engineering team through confluence pages
- Provide API support to integration partners to ensure the leverage of use of APIs
  Full stack technologies: JIRA, HTML, Node.js, Figma, Magento, CircleCI, Mailtrap, PHP, Confluence pages, API troubleshooting, Slack

E-commerce Product Associate   07/2019 – 10/2019
GoodWill Industries International, New York, United States
- Manage product listings on back-end of website using listing software to maintain production levels and profitability
- Consistently exceed daily minimum volume of 40 listings per day on a wide range of products
- Research items to ascertain sale value, model number and any other relevant information
- Communicate efficiently with donators, customers and team members to resolve incidents by email and in person

Software Engineering Consultant   04/2019 – 05/2019
Trainee MThree Consulting, New York, United States
- Engaged in DevOps principles, focusing on key elements that deliver business value
- Trained in Bash/Shell Scripting using a Unix system, while covering the basics of Unix commands
- Acquired SQL skills to create, edit, read and delete tables containing large amounts of data
- Trained in Java and JavaScript (Node.js) and developed skilled in full stack development

Junior Consulting Engineer   04/2015 – 08/2018
ORACLE and ITBC Group, Caracas, Venezuela
- Supported post-production in project CRM, solving a high volume of tickets in order to offer optimal service in the Oracle product acquired by the client Banesco (the largest commercial private bank in Venezuela)
- Monitored the database load daily through SQL to verify the bank's operations were executed correctly
- Created weekly reports for the client, explaining each incident and how it was resolved
- Utilized WebLogic and Linux for the deployment of JAVA applications for Corporation Digital (one of the leading telecommunications services companies in Venezuela)

Teaching Assistant   03/2012 – 07/2014
Andrés Bello Catholic University (UCAB), Caracas, Venezuela
- Independently taught and created unique lesson plans for 8 one-hour Calculus I classes per week to beginner students in different engineering disciplines, and prepared and graded tests and quizzes
- Provided regular office hours and individualized support to approximately 40 students per term

EDUCATION
Bachelor of Science in Telecommunications Engineering   2010 – 2015
Andrés Bello Catholic University (UCAB), Caracas, Venezuela
One of the largest universities in the country, ranked in the top three best institutions for higher education in Venezuela