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PROFESSIONAL SUMMARY

Software developer with a strong focus on support and a foundational understanding of SAP Business One. While my programming experience is growing, I am proficient in troubleshooting, system support, and providing technical solutions to enhance business processes. Known for my problem-solving skills and eagerness to expand my expertise in software development. I am committed to continuous learning and contributing to effective team operations in tech-driven environments.

WORK EXPERIENCE

Support consultant

Feb 2021 - Jul 2025

CEO Consultoria • Santo Domingo east

Support consultant specializing in SAP Business One, with experience in the implementation, configuration, and maintenance of ERP solutions for small and medium-sized businesses. Responsible for providing technical assistance to users, troubleshooting issues, and optimizing business processes through SAP B1. Skilled in analyzing client needs, customizing modules, generating reports, and delivering training sessions. Focused on enhancing operational efficiency and ensuring seamless system functionality by delivering effective support and solutions aligned with business goals.

IT Support

Mar 2018 - Jan 2020

JTK Repuestos y Servicios • Santo Domingo east

EDUCATION

English writing, general (Other trades certificate or diploma)

Dec 2023 - Sep 2024

ILAC • Toronto

Software development technologist

Feb 2016 - May 2020
ITLA • Santo Domingo east

The **Software Development** program at ITLA trains students in programming, web, and mobile application development, database management, and software security. It emphasizes practical, hands-on learning with real-world projects and agile methodologies like Scrum. Graduates can work as software developers, system analysts, or in tech-related roles across various industries. ITLA also encourages innovation and entrepreneurship, preparing students to succeed in both corporate and startup environments.

SKILLS

- Office package
- Excel
- C#
- SQL Server
- IT Support
- SAP Business One
- SAP Customer Checkout
- Hospitality Skills
- Customer service

PROFESSIONAL CREDENTIALS

Software development technologist