JORGE CASTILLO JIMENEZ

TECHNOLOGY ANALYST
COMPUTER SYSTEMS DEGREE

ABOUT ME

Technology-Skilled Software Engineer with more than 4 years of experience working as part of cross-functional teams conformed of offshore and onshore IT professionals under Agile Frameworks like SCRUM and Kanban. Mainly working for US companies as Java Backend Developer/Support Engineer with AWS cloud services integration. Worked using observability tools and platforms such as DataDog and Dynatrace for production support and troubleshooting activities daily. Familiar with REST APIs, microservices, Event-Driven applications, the SDLC and CI/CD best practices in the industry.

CERTIFICATIONS

AWS Certified Cloud Practitioner
Scrum Fundamentals Certified

CONTACT INFORMATION

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(+52) 5570876339

LANGUAGES

• English (Advanced Proficiency)
• Spanish (Native Speaker)

CAREER HISTORY

TECHNOLOGY ANALYST, INFOSYS
JANUARY 2024 - CURRENT ROLE

- Working as an AWS Production Core Support Engineer for a US-based client (United Airlines)
- Familiar with Unified Observability Platforms such as Datadog, Dynatrace, and Kibana to triage, track and resolve production incidents reported in ServiceNow.
- Provide support to major and minor releases of new and existing applications and the entire cloud Infrastructure.
- Maintenance of SpringBoot-based, event-driven applications migrated to the cloud (SNS, SQS, Amazon MQ, Solace, CloudFormation, ECS Containers, S3 Buckets, KMS, IAM, Secrets Manager) and REST and SOAP APIs in different environments (Dev/Lab, QA, Stage/Pre-production, Production).
- Scrum and Agile Methodologies training and hands-on experience working as part of a cross-functional team composed of around 30 onshore and offshore members.

BACKEND APPLICATION DEVELOPER, BABEL
AUGUST 2023 – JANUARY 2024

- Java Backend Developer using Spring/SpringBoot Framework.
- Scrum and Agile Methodologies training and hands-on experience
- Creation and processing of user logs for audit by using Spring and Oracle DB.
- Collaboration in frontend UI development using JQuery for user activity tracking.

COMPUTER SYSTEMS ANALYST, GLOBAL HITSS
JULY 2022 - APRIL 2023

- Script development for automated testing and report generation using Java, Selenium, TestNG, Junit (TDD, BDD)
- Manual testing of web platforms
- Contribution to test plans, test matrix development
- Point Of Contact in cross-functional teams from China and México (issue tracking and rapid resolution of bug fixes, enhancements, and new user requirements)

APPLICATION DEVELOPMENT ANALYST, ACCENTURE
NOVEMBER 2020 – JULY 2022

- Full REST API development (from design to deployment) lifecycle
- Design APIs using Swagger/OpenAPI specifications.
- Development and Testing of RESTful APIs using Java (SpringBoot, Junit, Mockito, Postman) and C.I. tools such as Git and GitLab
- Integration of REST services with third-party software such as AWS services (S3).
- Deployment of APIs using Jenkins CD tool
- Scrum and Agile Methodologies training and hands-on experience
- Other technologies: SCRUM, Agile Methodologies, Jira, OracleDB.

INTERN, ANTWARE
FEBRUARY 2020 – JUNE 2020

JAVA BACKEND DEVELOPER, IPN
FEBRUARY 2018 – OCTOBER 2018

QUALIFICATIONS

- Java (SpringBoot), Amazon Web Services (ECS, S3 Buckets, SQS, SNS, CloudFormation, CDK, Dynamo DB, Aurora DB, IAM), DataDog/Dynatrace/Kibana/Cloudwatch/CloudTrail (Monitoring and Observability), Service Now, SLAs, CI/CD (Git, GitHub Actions, Harness CI & CD, Jenkins), IaC, Agile Methodologies, SCRUM, Jira, Postman, Azure Dashboards, Wiz Cloud Security Platform, Veracode.