

Josue de Santos

josue@josueds.me | [linkedin/josueds](https://linkedin.com/in/josueds) | [GitHub](https://github.com/josueds) | www.josueds.me

Education

Codecademy

Back-End Engineer - Professional Certification 

Completed 2024

Harvard University, Online

CS50: Introduction to Computer Science Certification 

Completed 2023

University of Guadalajara - UDG

General Competency-Based High School Education (Grade: 93 / 100)

Completed 2021

Relevant Coursework & Experience

- **Software Engineering:** Design Patterns, Building Web Services, Data Structures, Algorithms, etc.
- **Informatics:** Computer Networks, Databases

Technical Skills

Proficient Languages: Python, SQL, JavaScript.

Knowledgeable Frameworks: Flask, Django, PostgreSQL, SQLAlchemy & ORMS, MySQL, Bash.

Tools: AWS, Azure Functions, Git, Linux.

Work Experience

iNBest - Cloud-Based Backend Software Developer (Python - Flask/Django)

03/2024 - Present

- **Cloud Infrastructure Management:** Deploy and manage backend services on cloud platforms (AWS, Azure).
- **API Development:** Designed and implemented RESTful APIs and occasional SOAP endpoints for seamless web service integration.
- **Database Management:** Developed and implemented PostgreSQL and MySQL databases, utilized ORM tools for efficient data interaction, and created flowcharts and ER diagrams to visualize database structures.
- **CI/CD Integration:** Automated testing, deployment, and delivery processes within the SCRUM framework.
- **Adherence to Best Practices:** Ensured code quality and maintainability by implementing coding standards, design patterns, and thorough code reviews—because even merge conflicts need a good strategy!

Teaching CS50 - Computer Science and Programming

08/2023 - 03/2024

- Teaching CS50 - Computer Science and Programming.

Nextiva - Technical Support Specialist.

06/2022 – 03/2023

- Help Desk/IT support for VOIP/Network issues.
- Advanced Network checks, DHCP/DNAT troubleshooting.
- Hardware provisioning, Salesforce, and software support.
- Analytical problem-solving in complex, high-pressure situations.

Xfinity - Technical Support Representative, Tech Support Trainer.

10/2020 – 06/2022

- Technical Support: Resolved telecommunications issues (Internet, cable, landline) and trained new customer representatives to enhance their technical skills.