



# Jhon Mario Agudelo Castillo

## Colombia

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## Education

Software Ingeneer in Computer,  
Tecnológico de Antioquia, CO,  
2017

## Digital Credentials

AWS Certified Cloud Practitioner  
- 2024

IBM watsonx Essentials - 2024

Banking Insights and Solutions  
(Bronze) - 2023

## Languages

English - Basic

Spanish - Fluent

## Industry Experience

Banking - Experienced

## Profile

\* \*\*Results-Driven Professional with Agile Mindset\*\*

Responsible and adaptable software development professional with a proven track record of delivering results in high-pressure environments. Skilled in fostering strong interpersonal relationships and exceling in collaborative, result-oriented teams. Embracing a growth mindset, I consistently seek opportunities to learn and stay up-to-date with the latest software development methodologies and technologies.

## Key skills

RPG Full Free, DB2, CI

## Work experience

### Application analyst

IBM, Colombia | Jun 2023 - Present

Applications analyst of the decoupling and GMF project for the branch channel of the client Bancolombia.

- Understand customer requirements and develop application decoupling.
- Write high-quality source code to program and parameterize application decoupling within the deadline.
- Perform unit and integration tests before going into production.
- Troubleshoot and debug applications
- Write manuals and technical documents that accurately explain the code and its design.

### Support Analyst

PersonalSoft, Colombia | Mar 2020 - Jan 2023

Technical support analyst in the IT area, where solutions are made for incidents, problem cases, structural support and system improvements.

Some of the specific tasks:

Diagnosing and troubleshooting customer systems and applications.

Investigate and determine solutions for software problems in customer applications.

Diagnose and resolve technical issues, including setting up accounts and user persecutors.

Ask users questions to quickly understand the cause of the problem.

Respond to user support queries.

Software management and help desk tools.

Delegate inquiries to the appropriate support channel.



Be up to date with all user-generated orders on time.

### **Development engineer**

Tata Consultancy Services, Colombia | Apr 2016 - Feb 2020

Development analyst in charge of offering services to the Bancolombia client, for the analysis and development of applications that generate value for the client.

The most important responsibilities and activities:

- Understand customer requirements and convert them into new application features.
- Collaborate with the development team and users to establish the specifications of new applications.
- Write high-quality source code to program complete applications within the deadline.
- Perform unit and integration tests before launching.
- Troubleshoot and debug applications
- Write manuals and technical documents that accurately explain the code and its design.

### **Assignment history**

#### **Application Analyst**

Bancolombia, Colombia | May 2024 - Present

Project name: GMF

It is necessary to implement a new process in the transactions of the branch channel, where the transactions that generate GMF Financial Movement Tax are recorded

Contribution

The analysis of the transaction is carried out to later implement the new GMF process in the STI parameterization of the Post flow

#### **Application Analyst**

Bancolombia, Colombia | Jun 2023 - Present

Project name: Desacople Transaction decoupling.

It is necessary to implement a decoupling in branch channel transactions, where the Deposit application is updated.

Contribution

The analysis of the transactions is carried out to determine which one is going to do the decoupling, the development and implementation of the necessary applications for the execution of the decoupling of the transactions is carried out, additionally the flows that allow the resolution of the transaction are parameterized on the STI server. transaction.

The necessary tests are performed to ensure that the decoupling and execution of the transaction was successful.

It is implemented in production with an active pilot mode to achieve controlled massing.