

MAURICIO GARRIDO

FULLSTACK DEVELOPER

SKILLS

- Web Development
- Database Management
- Zendesk Expertise
- Data Extraction & ETL
- Technical Documentation
- Integration & Optimization
- Front-End Development
- Back-End Development
- Training & Support
- React

LANGUAGES

Spanish Native
English Proficient in English

CONTACT

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REFERENCES

Jim Nicol
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Quant Property Solutions

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<https://www.linkedin.com/in/james-n-nicol/>

ABOUT ME

I am a web developer specializing in full-stack development and CRM administration, certified in Zendesk. I work with languages such as JavaScript, Python, and PHP, and have experience in database modeling, SQL queries, and ETL processes using Python. I enjoy finding a balance between technology and soft skills to create a unique experience in developing innovative solutions.

PROFESSIONAL EXPERIENCE

Zendesk Solutions Consultant & Developer (Zerviz)

November 2021 - April 2023

- **Zendesk Configuration:** Customized and configured the Zendesk platform according to client requirements, optimizing user support and operational efficiency.
- **Application Development:** Developed custom applications for Zendesk using React and client-provided APIs, enhancing functionality and integrating specific features.
- **Data Extraction and ETL:** Developed Python scripts with Pandas for large-scale data extraction from Zendesk and implemented ETL processes to prepare data for visualization.
- **Technical Documentation:** Created detailed technical documentation for applications, including design specifications and user guides.
- **Integration and Optimization:** Implemented integrations with other systems and optimized Zendesk performance to ensure a smooth user experience.
- **Training and Support:** Provided training and support to users to maximize the use of Zendesk.

Fullstack Developer (Kamaleon)

December 2020 - November 2021

- **Database Design:** Designed and implemented database structures using SQL according to client requirements.
- **Front-End Development:** Developed user interfaces based on client specifications, utilizing front-end libraries and customizing details with CSS to achieve an optimal visual experience.
- **Back-End Development:** Built server-side logic and software functionalities using PHP, ensuring robust and efficient performance.

EDUCATION

Business Informatics Engineering
University of Talca.