MAURICIO ANDRES GARRIDO VALDES

SOFTWARE ENGINEER WITH MENTION IN BUSINESS

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PROFILE

I am a programmer specialized in web application development, with professional experience as a Fullstack developer and CRM administrator, specifically in Zendesk, in which I am certified. I have extensive experience using JavaScript, Python and PHP programming languages, as well as database modeling and SQL query creation. In addition, I have expertise in ETL processes using Python and in generating reports using tools such as Power BI or Data Studio. I enjoy working in collaborative teams and making available my knowledge and creativity to develop innovative solutions together with others. Additionally, I have personal interests in music and art, because I am Guitarist, which provides me with a creative mindset and a unique perspective. I possess a proactive attitude and a willingness to learn, enabling me to tackle any task with determination and efficiency.

KEY SKILLS

Problem Solving: Proficiency in addressing challenges and finding effective solutions in situations requiring overcoming obstacles or working with incomplete or inconsistent data.

Proficient development skills: I have experience in programming languages such as HTML, CSS, and JavaScript, as well as in the use of popular frameworks and libraries. I am capable of creating attractive and functional websites, optimized for an excellent user experience. Additionally, I have knowledge in responsive design, database integration, and optimization and performance techniques.

Data manipulation and business intelligence: I have experience in data extraction, transformation, and loading (ETL), as well as in creating reports and visualizations to support business decision-making. My ability to interpret and analyze data allows me to identify patterns, trends, and opportunities that drive growth and efficiency in organizations.

Organization: Competence in sorting and structuring data in an orderly manner, facilitating its retrieval and subsequent analysis.

High attention to Detail: I strive to be accurate in my work, and I make sure everything is in order and error-free before I consider the job complete.

Deadline Compliance: I have experience in meeting deadlines and target dates for completing data entry tasks and delivering reports promptly.

EDUCATION

Ingeniero Informático Empresarial (software engineer with mention in business)
University of Talca, Talca, Chile - Duration: 5 years (2015 - 2019)

WORK EXPERIENCE

CX Consultant - ZerviZ, Santiago, Chile (December 2021 - May 2023)
- Generate data extraction methods using API services through Python.
- Manage instances of our clients' Zendesk CRM.
- Gather client requirements and deliver effective digital solutions.
- Resolve platform incidents.
- Generate reports and summaries for clients.

Full Stack Developer - Kamaleon, Talca, Chile (December 2020 - December 2021)
- SAAS software development, including backend and frontend.
- Design SQL databases.
- Develop new modules for each client on the platform.
- Generate software design proposals for each client.
- Developing software for agricultural projects

SKILLS

- Experience in pressured situations/ability to manage time.
- High attention to detail.
- Excellent communication skills
- Logical and critical thinking.
- Analytical and with good reasoning skills
- Creativity
- Adaptability
- Teamwork
- User Research
- Applied Artificial Intelligence (AI)
- Reliable and confident
- Leadership skills
- Empathy
- Patience
- Possess high motivation with the desire to learn
- Proactive attitude