

Melvin Esteban Ramos Alvarez

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Education

Universidad Mariano Gálvez Bachelor's in Systems Engineering (7th semester)	Guatemala City, GT Expected 2027
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Experience

RPA Developer Junior – Internship <i>Technology Company</i>	Aug 2025 – Feb 2026 Guatemala City, GT
<ul style="list-style-type: none">Refactored and optimized 5+ REFramework-based bots across order processing, contract validation, Complex ETL workflow, and data integration workflows.Implemented data extraction logic from XML and PDF documents using document understanding, regular expressions and data validation techniques.Developed duplicate detection algorithms to prevent redundant orders while identifying similar items requiring additional configurations.Integrated automation workflows with SAP and internal enterprise systems, handling dynamic UI elements through advanced selector strategies (Wildcards, Dynamic Selectors).Resolved critical application state issues using Check App State activities and retry logic for Java-based applications.Automated email-based workflows with SharedMailbox integration, processing vendor orders and contract validations with email notifications.Created technical documentation supporting bot maintenance and knowledge transfer.Participated in kickoff meetings, requirements gathering, solution design, and proof-of-concept (POC) testing for various clients.Participated in sprint meetings and code reviews using the Agile Scrum methodology.	
Technical Support Specialist <i>Telus International (Monday.com)</i>	Nov 2024 – Aug 2025 Guatemala City, GT
<ul style="list-style-type: none">Provided technical support for Monday.com platform, troubleshooting complex workflow issues.Demonstrated rapid self-learning capabilities by mastering platform expertise strictly through documentation and hands-on exploration.Identified and reported software bugs, collaborating with the engineering team on resolution.Designed workarounds and solutions for client workflow challenges, improving user satisfaction.	

Projects

Voucher Order Automation <i>UiPath, REFramework, SQL, Document Understanding</i>	
<ul style="list-style-type: none">Designed and implemented an end-to-end RPA solution to process voucher orders received by email.Automated email ingestion, attachment handling, and validation of incoming sales orders.Extracted structured order data from PDF documents using OCR and UiPath Document Understanding.Implemented conditional workflows to validate voucher types and handle alternative business paths.Integrated SQL Server queries to check availability, reserve vouchers, and update assignment status.Generated dynamic voucher documents (Word to PDF) and sent automated confirmation emails to clients.	
Data Processing and Reporting Automation <i>UiPath, Excel</i>	
<ul style="list-style-type: none">Developed functional automations to process, consolidate, and transform structured data from Excel files.Implemented DataTable-based logic to calculate metrics, costs, and aggregated statistics efficiently.Automated data consolidation across multiple sources into unified reporting outputs.Applied reusable logic patterns for loops, validations, and file system operations.	

Technical Skills

RPA & Automation: UiPath Studio, Orchestrator (Assets, Jobs, Queues), REFramework, Unattended Robots, Error Handling, Logging & Debugging.
Languages: VB.NET (UiPath expressions), SQL (Foundational).
Data Structures: DataTables, Dictionaries, Lists, Arrays.
Tools: Git, SQL Server, Visual Studio Code.
Competencies: Self-learning & Rapid Technical Adoption, Problem-solving, Technical Documentation.
Languages: Spanish (Native), English (Professional Working Proficiency).