

## SUMMARY

A profesional with great adaptability that pursues leading projects to success with experience in both creative and technical environments.

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## CONTACT

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## REFERENCE

André López Corrales  
Senior Software Engineer  
at DNAMIC AI

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## LANGUAGES

- Spanish (Native)
  - English (TOEIC C1/Advanced)
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## EDUCATION

### Software Development Bachelor

Ulaclit University  
2022-2025

### User Experience Specialty

Ulaclit University  
2021-2022

### Software Development Technician

Don Bosco Technical High School  
2016-2021

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## CERTIFICATIONS

### User Interface Design and Experience

SKEMClub

### Coaching Qualitative Research

SKEMClub

### Graphic Design Modern Practices

SKEMClub

# MONSERRAT SANDÍ FONSECA

## Software Developer & Ux Designer

## WORK EXPERIENCE

### Software Developer and UX/UI Designer

Cecropia Solutions | December 2021 to present

- In charge of coaching teams in qualitative research practices and methodologies
- In charge of prototyping interface design layouts for new projects
- Responsible for guiding software development teams going into new web design projects
- Work with teams to build and refine user experience and interface of company products
- Review proposals for internal products and announcements
- Work alongside developers making use of tools and programming languages to achieve product goals
- Conduct retrospective exercises with team to assess how efficient qualitative research has been for certain projects
- Facilitate troubleshooting and interface design support for developer teams
- Responsible for coordinating with developer teams priorities and distribution of tasks based on project goals
- Perform tasks and troubleshooting based on a set sprint for software development products
- Elaboration of wireframes and sitemaps for internal and external products
- Conduct testing, review and launch of website and application projects

### Technical Support Engineer

Tek Experts | January 2021 to December 2021

- In charge of conducting technical research for troubleshooting Azure Portal platform issues
- Facilitate technical solutions to product owners
- Anticipate and set up meetings ahead of time with Azure Portal service clients
- Conduct meetings destined for providing support to product owners
- Perform quarterly assessments that measure collaboration, quality and productivity to identify areas of improvement in managing costumer tickets
- Work alongside large teams of engineers to perform research about new platform issues
- Perform daily follow ups with different consumers about individual platform problems
- Manage Azure backups services platform via Microsoft services documentation
- Documenting Azure backup issues for training and guidance
- Testing backup vaults and storage saves for troubleshooting in costumer issues

## TECHNICAL SKILLS

- |                     |                       |              |             |
|---------------------|-----------------------|--------------|-------------|
| • Figma             | • Adobe After Effects | • JavaScript | • HTML      |
| • Sketch            |                       | • PHP        | • React     |
| • InVision Studio   | • Adobe XD            | • SQL        | • Bootstrap |
| • Adobe Illustrator | • Photoshop           | • CSS        |             |