

Nicolas Fernando Muñoz Lugo

SOFTWARE DEVELOPER

nicofermunlug@gmail.com | +57 3008218693 | Bogotá, Colombia | www.linkedin.com/in/nicofermunlug

PROFESSIONAL PROFILE

Systems engineer in training, with a focus on front-end software development. Enthusiastic, learning-driven and team-working professional. Adaptable, quality-committed and constantly improving skills, problem solving, project leadership and user support, always looking for innovative solutions that improve the user experience and operational efficiency.

WORK EXPERIENCE

May 2024 - Currently

Helpdesk analyst, *Repre mundo SAS*

- Providing technical support to internal users of the company, managing incidents and requests through tickets and chats in Teams, solving problems with software and optimizing functionalities.
- Fix bugs in the internal software by tweaking the code or developing new stuff from scratch, using technologies like HTML, PHP, React and JavaScript.
- Implemented automated processes in PHP that optimized tasks and improved productivity in the IT area.
- Monitor and support Automated Process Robots (RPA) developed with UiPath ensuring efficient execution of assigned functions through daily reviews and error resolution.
- I use tools like Docker, Git Lab and Git Hub Desktop to perform developments in the company, cloning repositories and using local environments and testing.

November 2023 – May 2024

Technical Assistant, *S4 Security SAS*

- Installation and configuration of CCTV systems (analog and IP), access controls, security cameras, turnstiles and vehicle drills, assembly of the pipe and corresponding wiring.
- I set up equipment like DVR, NVR and switches in the racks to have visual of the installed cameras.
- I have received specialized training in the use of iVMS-4200 to manage and monitor security camera systems.
- I received training as a HIKVISION course and in working at heights, enriching my technical skills in installing equipment in complex locations.

- I prepared detailed reports in Excel, documenting installations and maintenance performed, ensuring a high level of quality in the deliverables.

April 2023 – October 2023

Web Developer, AirGo (Freelancer)

- I participated in the design and development of the company's website to improve the customer experience, using HTML, CSS, JavaScript and WordPress.
- I collaborated in the creation of the design and architecture of the site, designing mockups in Figma and Photoshop.
- I evaluated the website's functionality to ensure its optimal performance and efficient user experience.

December 2022 – June 2023

Apprentice IT support, Mectronics S.A

- Provided comprehensive technical support to the company's employees, resolving incidents in computers, printers, cell phones and networks through ticket system.
- I performed preventive and corrective maintenance of equipment such as laptops, desktops, UPS and main rack, optimizing the operation of the technological infrastructure.
- I generated regular reports of the teams near to revision and of the management of the maintenance carried out.
- I participated in the logistics and support of corporate events, ensuring the smooth operation of electronic equipment during presentations and meetings.

EDUCATION

August 2024 - Currently

Technology in software development, Escuela Tecnológica Instituto Técnico Central

February 2022 - June 2024

Computer technician professional, Escuela Tecnológica Instituto Técnico Central

KNOWLEDGE AND SKILLS

Project management	Database	Communication
Organization	Troubleshooting	Report Management
Excel	GitHub	Git Bash
Git Lab	Figma	Python
React.js	PHP	JavaScript
HTML	CSS	MySQL
PhpMyAdmin	Docker	Java
Preventive maintenance	Customer service	Leadership
Teamwork	WordPress	Web design
Adaptability	Automation	Time management
Coordination in teams	Systems analysis	UX/UI