Douglas Alexander Hedman Garcia

Systems Engineer | Software Development and Systems Administration Specialist

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PROFESSIONAL SUMMARY

Systems Engineer with over 3 years of experience in software development, quality assurance, and systems administration. Specialized in test automation with Cypress and Playwright, full-stack development (React.js, PHP/Yii2, Python, MySQL), and implementation and use of AI tools for process automation and optimization. Experience managing complete QA cycles for e-commerce platforms, providing technical support to teams of 50+ people, and coordinating sprints using agile methodologies. Immediate availability.

EDUCATION

Universidad José Cecilio del Valle   Tegucigalpa, Honduras | September 2017 - May 2024
IT Engineering

Codecademy   United States (Online) | August 2023 - June 2025
Full-Stack Software Engineering Certification

Codecademy   United States (Online) | January 2024 - December 2025
Computer Science Certification

PROFESSIONAL EXPERIENCE

Systems Engineer, QA and Web Development
Decorilla Interior Designs, USA, Remote   August 2022 - Present
- Development and maintenance of 50+ automated tests with Cypress and Playwright for regression and E2E.
- AI automation integration for test case generation and results analysis.
- Level 2 technical support for internal team of 50+ designers and administrative staff.
- Full-stack development with React.js and PHP/Yii2, SQL query optimization, and RESTful API implementation.

Accounting and Operations Assistant
Decorilla Interior Designs, USA, Remote   December 2022 - February 2025
- Processing and categorization of over 200 monthly transactions in accounting system.
- Monthly bank reconciliations and financial report generation for monthly closing.
- Automation of repetitive processes through scripts and advanced spreadsheets.

Technology Volunteer
El Arca Honduras, Tegucigalpa, Honduras   December 2023 - January 2025
- User, role, permission, and email account administration in internal organization systems.
- IT department technical support including hardware/software troubleshooting and website maintenance.
- Digital tools training for administrative staff and residents.

Customer Service Agent II
Startek, Tegucigalpa, Honduras   May 2021 - April 2022
- English customer service for US telecommunications account, maintaining CSAT > 90%.
- Training and mentoring of 5 new agents, reducing onboarding time by 30%.
- Quality metrics analysis and report generation for continuous team improvement.

INDEPENDENT PROJECTS

Price Comparator
Prizio App, Honduras   2026 - Present

Android and iOS mobile application for product price comparison in Honduran supermarkets.

- Cross-platform mobile application development with Flutter and Dart.
- Serverless backend with Firebase (Authentication, Firestore, Cloud Functions).
- Google Cloud Platform integration for data processing.
- Scraping system and automatic price updates.

Pharmacy Management System
Hedman Garcia Pharmacy, Personal Project   2024

Complete web system for pharmacy management with inventory, billing, and user administration modules.

- System with secure authentication and email password recovery.
- Inventory, billing, and user privilege administration modules.
- Responsive design for accessibility on multiple devices.

TECHNICAL SKILLS

Systems Administration
- User and role administration
- Permission and access management
- Level 2 technical support
- Hardware/software troubleshooting
- Network configuration
- Google Cloud Platform
- Firebase

Databases
- MySQL
- PostgreSQL
- Firebase Firestore
- Redis
- SQL query optimization
- ETL and data analysis
- Reports and dashboards

Software Development
- JavaScript/TypeScript
- PHP (Yii2 Framework)
- React.js / Next.js
- Flutter/Dart
- Python / FastAPI
- Node.js
- Tailwind CSS
- HTML5/CSS3
- REST APIs

Tools and Methodologies
- Jira/Confluence
- Git/GitHub
- Agile Methodologies (Scrum)
- Cypress/Playwright
- Sentry
- Claude Code
- AI Automation
- Bootstrap
- Technical documentation
- Advanced MS Office

LANGUAGES

Spanish (Native) • English (C2 - Bilingual)