

# SANTIAGO RAMÍREZ FORERO

## DEVELOPER

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System Engineer with experience in web application development and technical support in government entities. Specialized in technologies such as Wordpress, React, FastAPI, Flask, and Python, with skills in system design and security. Passionate about innovation and the optimization of technological processes.

### ÁREAS DE EXPERIENCIA

Frontend: HTML, CSS3, React, Next.js

Technical Support and Systems Administration

Backend: Python, Flask, FastAPI

Tools: Microsoft Admin, Exchange, Sophos

Multimedia Content Production

Project Management and Collaboration with Suppliers

### WORK EXPERIENCE

**Developer and Application Support Specialist | Ministry of Sport Colombia**

**Sept 2023 - Dec 2024**

- Development and optimization of the Mintickets application using React (Next.js) and Flask, improving technical support ticket management by 30%, reducing response times, and increasing operational efficiency.
- Proactive maintenance and issue resolution of the GESDOC document management platform, optimizing the storage and access to key documents.
- Management of technological infrastructure, administering Microsoft Admin, Exchange, and Sophos security software, which strengthened the security and stability of the ministry's systems.
- Training of over 400 users in key technological tools, improving adoption and efficient use of internal applications, resulting in a 30% reduction in technical support requests.

**Technologies used:** React (Next.js), Flask, Python, Microsoft Admin, Exchange, Sophos, GESDOC.

**Diseñador Multimedia y Técnico de Soporte | Colegio Nacional de Curadores Urbanos**

**Ene 2022 - Jun 2023**

- Production of multimedia content (videos and graphics) for the website, improving internal and external communication by 40% through attractive and educational visual material.
- Design and development of an interactive digital guide used on the website and urban curatorships, facilitating the understanding of administrative procedures for over 500 monthly users.
- Technical support and maintenance of digital platforms, ensuring 99% availability of the systems used by the school.

**Technologies used:** Adobe Premiere, Photoshop, HTML, CSS, JavaScript.

## EDUCATION

### Systems Engineering

Ene 2022 - Presente

U. de San Buenaventura, Bogotá

- Systems Engineering student – 7th semester (In progress), University of San Buenaventura, Bogotá.
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## SKILLS

### Technical Skills:

- Programming Languages Python, JavaScript
- Frameworks & Tecnologías: React, Next.js, Flask, FastAPI
- Databases: MySQL, PostgreSQL
- Tools and Administration: Microsoft Admin, Exchange, Sophos Diseño & Multimedia: Adobe Premiere, Photoshop
- Chatgpt, Claude, git

### Interpersonal Skills:

- Effective communication and training
- Teamwork and collaboration
- Proactive problem solving
- Time management and organization
- Adaptability and continuous learning
- Project leadership