

# SANTIAGO RIVAS MOLINA

## SYSTEMS ENGINEER | SOFTWARE DEVELOPMENT PROFESSIONAL TECHNOLOGIST

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### SUMMARY

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Systems engineer, fluent in English (C1), with a passion for web development and a strong foundation in problem-solving and critical thinking. Seeking a junior web developer role to change career orientation and leverage my skills in systems analysis and design. As a quick learner and a team player, I am confident that I can make a valuable contribution to your company while gaining valuable experience in coding and web development.

I have 4 years of experience in technical support to IT infrastructure (hardware and software).

### SKILLS

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- JavaScript, HTML y CSS
- Bootstrap
- Figma
- React JS
- Wodpress
- Node JS

### EDUCATION

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- Systems engineering – CUN *August 2017 – November 2022*
- Technology in software development and networks –Technology degree – CUN *August 2017 – July 2021*

### COURSES

- Bootcamp Frontend web development - Oracle Next Education – 326 hrs - 2023
- Responsive web design – FreeCodeCamp – 300 hrs - 2023
- HTML and CSS - PLATZI, 23 hrs - 2021
- Responsive design: Layout mobile first - PLATZI - 25 hrs - 2021
- Cloud computing – Alcaldía de Bogotá – 30 hrs - 2018
- Methodology of computer systems programming - 40 hrs - 2017

### WORK EXPERIENCE

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#### TELEPERFORMANCE | IT REQUEST MANAGEMENT ANALYST |

*Abril 2021 – January 2023*

- Provide level 1 service to users who submit a request.
- Analise and define user requirements to evaluate the current system performance.
- Support in the methodology of agile development implementation.
- Promote and support the IT user manuals implementation or technical documentation.
- Prepare and document cases to provide useful information for analysis or escalation.
- Support and analyzing the needs at the software level that are presented in different Teleperformance Ibero Latam campaigns.

#### TECHNICAL SUPPORT AGENT | COMWARE |

*August 2018 – Abril 2021*

- Supported technological infrastructure (hardware & Software).
- Managed incidents and/or requests. Performed diagnostic and supervision of IT equipment.
- Handled IT stocks of equipment, and prepared and set up equipment. Supported the configuration of new structured cables, switch installation, cable management UTP and connectivity within the network.
- Supported applications such as Aranda, SIIF, JDE Oracle and Kactus, active directory.
- Installed and uninstalled operating systems, supported remote workers, VPN ForcePoint and F5 and backups.

### ADDITIONAL

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Languages: English (C1) - Smart - 2022