Santiago García Zapata

Contact information

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Professional Profile

I am a bilingual backend programmer (B2 English) with solid experience in developing applications using Java, MySQL, PostgreSQL, Insomnia, and Spring Boot. My background includes applying solid design principles such as SOLID, object-oriented programming (OOP), and design patterns in various projects. Additionally, I have practical knowledge of JavaScript, HTML5, CSS3, and Markdown. I stand out for my ability to collaborate effectively in multidisciplinary teams. My time management and task breakdown skills allow me to optimize efficiency and maximize team productivity.

Work Experience

Accenture - TIE   **10/2024 – Present**

Responsibilities:

- Design and develop the backend of "Piggy," an interactive web application for children, using Java and Spring Boot, implementing RESTful services and business logic for expense management, goals, and more.
- Implement secure authentication and authorization using JWT (JSON Web Tokens).
- Develop and manage the MySQL database to efficiently handle user data, expenses, and goals.

Achievements:

- Successfully implemented authentication and authorization technologies for the first time, enhancing the product's security.
- Led the proposal of the project's main idea, which was approved and implemented as the foundation of the final product.
- Established an efficient DevOps environment, optimizing deployment and ensuring code quality.

BeTek- Desarrollador Backend   **02/2024 – 07/2024**

Responsibilities:

- Apply acquired knowledge in web application development, ensuring intuitive and visually appealing user interfaces.
- Use technologies such as Java, Git/GitHub, Postman, and MySQL to develop server logic, manage code versions, test APIs, and handle databases.
- Implement design patterns to improve code maintainability and scalability.

Achievements:

- Completed projects where I achieved clean, scalable, intuitive, and concise code using OOP, SOLID principles, and design patterns.
- Contributed to projects by ensuring proper functionality and effective communication between the team and assigned tasks.

Teleperformance - Asesor comercial- call center   **09/2022 – 01/2023**

Responsabilidades:
- Provide customer support through phone calls, maintaining a friendly and respectful approach at all times.
- Identify cross-selling opportunities to offer additional products that meet customer needs.
- Resolve inquiries and address questions effectively, ensuring customer satisfaction and fostering loyalty.

Achievements:
- Implemented effective communication techniques and empathy during calls, significantly improving customer satisfaction.

Konecta- Sales Advisor Call Center / Human Resources   **04/2020 – 09/2020**

Responsibilities:
- Provide telephone assistance with a friendly and respectful approach toward customers.
- Address and resolve customer concerns to ensure satisfaction and loyalty while promoting complementary products through cross-selling.

Achievements:
- Implemented efficient time management and problem-solving techniques during calls, reducing the average resolution time.
- Refined skills to handle and overcome objections effectively, ensuring customers felt heard and understood.

Professional Education
- **Web Backend Developer**, BeTek (2024).
- **Commercial Management and Telemarketing**, SENA (2020)

Complementary Education
- **Self-taught Web Frontend**: HTML, CSS, and JavaScript
- **Cloud Services with Azure**, Coursera
- **Amazon web services**, Coursera
- **Sales Course**, SENA

Skills
- **Languages and Technologies:** Java, Spring Boot, MySQL, PostgreSQL, MongoDB, Azure, Git/GitHub, HTML, CSS, JavaScript, Insomnia, cloud
- **Tools:** IntelliJ IDEA, Visual studio code, Linux
- **Others:** Design Thinking, Innovation, rapid prototyping, design and stakeholders, DevOps, technologies

Languages
- Español - Native
- Inglés - B1