

Santiago García Zapata

Contact Information

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Linkedin- [Github](#)

Certifications: [Drive](#)

Professional Profile

I am a bilingual backend developer (B2 English level) with solid experience in developing applications using Java, MySQL, PostgreSQL, Insomnia, and Spring Boot. My career includes applying strong design principles such as SOLID, object-oriented programming (OOP), and design patterns in various projects. Additionally, I have hands-on knowledge of JavaScript, HTML5, CSS3, and Markdown. I excel in effectively collaborating within multidisciplinary teams. My ability to manage time and break down tasks allows me to optimize efficiency and maximize team productivity.

Work Experience

BeTek - Backend Developer

02/2024 – 31/07/2024

Responsibilities:

- Applied acquired knowledge in web application development, ensuring intuitive and appealing interfaces for users.
- Used technologies like Java, Git/GitHub, Postman, and MySQL to develop server-side logic, manage code versioning, test APIs, and handle databases.
- Implemented design patterns to improve code maintainability and scalability.

Logros:

- Successfully completed projects where I achieved clean, scalable, intuitive, and concise code, utilizing OOP, SOLID principles, and design patterns.
- Actively participated in projects, ensuring proper functionality and communication within the team and task coordination.

Teleperformance - Sales Advisor (Call Center)

09/2022 – 01/2023

Responsibilities:

- Provided customer advice via phone calls, maintaining a friendly and respectful attitude at all times.
- Identified cross-selling opportunities to offer additional products that met customer needs.
- Effectively resolved questions and inquiries, ensuring customer satisfaction and fostering loyalty.

Logros:

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

Konecta - Sales Advisor (Call Center / Human Resources)

04/2020 – 09/2020

Responsibilities:

- Provided phone advice with a friendly and respectful approach to customers.
- Addressed and resolved customer concerns to ensure their satisfaction and loyalty while promoting complementary products through cross-selling.

Achievements:

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

Professional Education

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

Additional Education

- **Self-taught Web Frontend Developer** HTML, CSS, and JavaScript
- **Cloud Services - 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
- **Tools:** IntelliJ IDEA, Visual studio code

Languages

- Spanish - Native
- English - Advanced (B2)