SANTIAGO JIMENEZ ORTEGA

SYSTEMS ENGINEER

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ABOUT ME

I am a dynamic professional, armed with robust problem-solving capabilities and an eagerness to expand my knowledge base. My excellent communication skills enable me to make significant contributions to team success, ensuring that positive outcomes are not just goals but realities. With a steadfast commitment to advancing organizational objectives, I approach new challenges with dedication and infectious enthusiasm, ready to drive forward with innovation and efficiency.

EDUCATION

BACHELOR OF SCIENCE: SYSTEMS ENGINEERING
Universidad Santo Tomas - Tunja, Colombia, Tunja | 2025

SKILLS

Unreal Engine

Web Development

Customer Service

Social Media Management

Video Editing

Database Development

Manual data entry

LANGUAGES

Spanish

English

WORK EXPERIENCE

GAME AND WEB DEVELOPER (FREELANCER) | *Independent, Tunja (Remote) | Tunja | Aug 2023 - Jun 2025*

- Coded websites using HTML, CSS, JavaScript, and jQuery languages.
- Provided front-end development support, creating visually appealing designs that aligned with brand standards.
- Enhanced user experience by implementing responsive web design and optimizing website performance.
- Optimized assets for real-time rendering in Unreal Engine 5, achieving desired performance benchmarks without compromising visual quality.

BILINGUAL TECHNOLOGY TEACHER | *Genuine Digital School, Tunja, Colombia (Remote) | Tunja | Jun 2021 - Jul 2023*

- Fostered strong relationships with parents and guardians, keeping them informed about their child's progress and addressing any concerns promptly.
- Improved student understanding of complex technology concepts by incorporating hands-on activities and real-world examples.
- Established a positive classroom environment where students felt comfortable asking questions and exploring new ideas.
- Participated in ongoing professional development opportunities, staying current on trends and advancements in educational technology teaching methods.

BILINGUAL CUSTOMER SUPPORT AGENT | *Teleperformance, Tunja (Remote) | Tunja | Oct 2021 - Jul 2022*

- Enhanced customer satisfaction by promptly addressing and resolving support inquiries.
- Actively listened to customer feedback regarding product features or service improvements, passing valuable insights onto relevant departments for consideration in future developments.
- Maintained clear communication with customers during troubleshooting procedures, ensuring understanding and swift resolution of problems.

- Developed comprehensive knowledge of company products and services to better assist customers with their individual needs.
- Resolved staff member conflicts, actively listening to concerns and finding appropriate middle ground.

DATABASE DEVELOPER | *Agroinsumos Para El Campo, Tunja* | *Tunja* | Jan 2021 - Feb 2022
- Built databases and table structures for web applications.
- Developed scripts and processes for data integration and maintenance.
- Collaborated with cross-functional teams to deliver high-quality database solutions within established project timelines.
- Established strong working relationships between different departments by effectively communicating database requirements and changes.

FREELANCER WEBSITE DESIGNER | *Independent, Tunja (Remote)* | *Tunja* | Jan 2021 - Aug 2021
- Enhanced user experience by designing responsive and visually appealing websites for various clients.
- Integrated social media platforms into website designs, encouraging users to engage with brands beyond their standalone sites.
- Streamlined navigation menus for easier access to information, improving overall user satisfaction.
- Provided ongoing support for clients post-launch by addressing any concerns or making necessary updates as needed.

JUNIOR DEVELOPER | *CR Grupo Asegurador, Tunja* | *Tunja* | May 2020 - Dec 2020
- Assisted in developing reusable components and libraries for increased efficiency across multiple projects.
- Participated in code reviews to ensure adherence to established programming standards.
- Developed scalable web applications, collaborating closely with cross-functional teams.

JUNIOR DEVELOPER | *IdeaSoft, Tunja* | *Tunja* | May 2020 - Dec 2020
- Implemented best practices in code quality, ensuring maintainability and readability of software projects.
- Consistently met project deadlines while maintaining high-quality deliverables, contributing to overall team success.
- Provided valuable input during team meetings, sharing ideas for new features or enhancements based on user feedback.
- Troubleshot and resolved technical issues, improving site reliability and functionality.