

# Sebastian Bolanos Cordoba

Santiago de Cali, Colombia · [linkedin.com/in/sbolanosc22](https://www.linkedin.com/in/sbolanosc22) · +57 310 593 2091·sbc-2002@hotmail.com

---

*Bringing positive and collaborative approach to providing top-notch customer support and technical solutions, familiar with troubleshooting hardware and software issues and adept at using ticketing systems and remote support tools.*

*Personable and innovative problem-solver, well-suited for role in software development. Possesses foundational understanding of programming languages and software development methodologies, coupled with specific skills in coding and debugging. Committed to driving impactful solutions and delivering high-quality software products.*

## WORK EXPERIENCE

---

### Tabbi Connect

Service Desk Analyst

**Cali, Colombia**

*October 2024–Present*

- Experience in supervising and optimizing the performance of robotic process automation (RPA) systems, ensuring operational efficiency and quick problem resolution.
- Coordination of first and second level technical support, managing critical incidents under SLA.

### SLC Enterprise

IT Specialist

**Cali, Colombia**

*March 2024–October 2024*

- Comprehensive technical support to physical and network infrastructure in high availability corporate environments.
- Periodic technical audits in software, networks and CCTV systems, detecting vulnerabilities and applying corrective measures.
- Preventive and corrective maintenance of computer equipment, servers and structured cabling.

### Foundation Rafael Sanado por Dios

FrontEnd Developer

**Cali, Colombia**

*August 2023–Dec 2023*

- Add interactive functionalities, Create and maintain the user interface, ensure that the interface is accessible and user friendly, collaborate with back-end developers, Define the System architecture, Implement security measures.

## EDUCACIÓN

---

### UNIVERSIDAD AUTÓNOMA DE OCCIDENTE

Software Engineer

**Cali, Colombia**

*Oct 2024*

## SKILLS

---

- Service desk operations
- Shell scripting
- Web development technologies
- JavaScript frameworks
- Database management systems
- Technical support and ITSM

