

Shanty Cerdas Barahona

Software Developer

San José, CR

Tel: +50663437928

E: Barahona0498@gmail.com

Profile

Software Engineer with 3 years of experience, including work at Amazon, specializing in TypeScript, C#, .NET, React, Node.js, and AWS. Proficient in full-stack development and agile methodologies, with additional skills in Java, C++, and Python. Passionate about solving complex problems and delivering innovative solutions in collaborative environments.

Employment History

AMAZON | Software Development

01/2022-Current

- Enhanced the Zeus platform, focusing on UI improvements and optimizing ticket management, resulting in an improved user experience for associates.
- Developed auto-refresher and auto-accept features, boosting ticket handling speed by 20% and reducing missed contacts by 98%.
- Led backend maintenance, conducting root cause analysis and implementing solutions to ensure low latency and high availability.
- Contributed to the Paragon project, designing the Problem Workflow (PWF) tool that reduced issue resolution time by 40% and increased case handling capacity by 15%.

AMAZON | Software Development Internship

06/2021-01/2022

- Collaborated with cross-functional teams to design and build innovative software solutions, contributing to distributed computing projects at scale.
- Assisted in the development of scalable, fault-tolerant systems for distributed storage, indexing, and querying, optimizing performance and cost-efficiency.
- Contributed to predictive model development for large-scale distributed systems, gaining exposure to cutting-edge technologies.
- Worked in an agile environment, designing and coding solutions to tackle broadly defined problems, ensuring high-quality software delivery.

Technical Skills & Certifications

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|---------------------------------------------------|--------------|
| • Scrum Foundation Professional Certificate SFPC® | • SQL Server |
| • Java | • PostgreSQL |
| • JavaScript | • CSS |
| • Node.js | • HTML |
| • TypeScript | • React |
| • C++ | • C# |
| • .Net | • Azure |
| • Azure DevOps | • AWS |
| • Design Patterns & OOP | • Python |
| | • Github |

Education

- **CENFOTEC - San José**

Current

Bachelor's Degree: Software Developer Engineering