JASON ROJAS JIMENEZ
SYSTEMS ENGINEER

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SUMMARY

Computer Systems Engineer with experience in web development, technical support, and project leadership in the financial and technology sectors. Throughout my career, I have optimized response times in the IT department by ensuring quick and effective solutions, while leading teams to deliver complex projects in record time. I possess strong technical skills in HTML, CSS, JavaScript, and frameworks such as Laravel and React JS. My focus on continuous improvement, attention to detail, and problem-solving enables me to significantly contribute to the success of projects and technical operations.

DEVELOPMENT EXPERIENCE

Web Developer / Junior Programmer – JL CodeDev (www.jlcodedev.com)   **March 2024 – Present**

- **JL CodeDev Corporate Website**
  - I collaborated on the design, development, and maintenance of the consultancy's corporate website using React JS and MySQL.
  - I implemented agile development best practices and coordinated with the team to optimize user experience and platform functionality.
- **Instituto Andersen – Sports Event Management Platform**
  - I developed a web platform using Laravel, JavaScript, and CSS.
  - I applied agile methodologies (Kanban) and used Gantt charts for planning and task prioritization.
  - I created technical diagrams-including flowcharts, use case diagrams, sequence diagrams, and entity-relationship diagrams-using tools such as Draw.io and Figma.
- **CCEGYT – Institutional Website**
  - I created a scalable and dynamic interface using React JS.
  - I designed and implemented a modular architecture to facilitate maintenance and scalability.
  - I collaborated on the UX/UI design, ensuring that the site met the client's expectations.

ADDITIONAL EXPERIENCE

IT Engineer - Player Group   **September 2024 – Present**

- I provide support and customization for devices (Windows, macOS, tablets, and printers), ensuring optimal performance in corporate projects.
- I perform cloud backups using OneDrive to ensure the security and availability of critical information.
- I manage the antivirus console and monitor the UNIFI antenna network to prevent threats and maintain connectivity.
- I manage accounts, licenses, and configurations in Office 365 and Google Workspace to ensure the operability of productivity tools.

Service Desk Agent 1B - Sonda México (Project for Scotiabank)   **April 2021 - September 2024**

- I managed software and hardware incidents and requests using ServiceNow, ensuring quick and effective solutions.
- I provided remote technical support to internal users, including corporate employees and branch offices, via chat, calls, and email.
- I installed essential software and resolved issues related to Microsoft Office, printer drivers, and other critical systems.
- I meticulously tracked incident tickets in ServiceNow, efficiently resolving them and ensuring customer satisfaction.

EDUCATION

Universidad Tres Culturas
- Bachelor's Degree in Computer Systems Engineering

Languages:
- English: A2 (Currently enrolled in a certification program.)

Additional Courses:
- Programming Paradigm (Object-Oriented Programming)
- Introduction to Professional Skills in Data Analysis

SKILLS & KNOWLEDGE

- **Programming Languages:** Python, C++, JavaScript, PHP, CSS, HTML.
- **Office Tools:** Office 365.
- **Databases:** MySQL, MongoDB (Currently learning).
- **Frameworks:** Laravel, React JS.
- **Work Methodologies:** Agile (Kanban, Scrum).
- **Operating Systems:** Windows (8, 10, 11), macOS.
- **Design & Documentation Tools:** Figma, Draw.io, MySQL Workbench.