

Victor Ignacio Cuervo Polo

Cross-Platform Mobile Developer & Tech Support
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EDUCATION

UNIVERSIDAD DEL NORTE
COMPUTER SCIENCE BACHELORS

January 2018 - September 2023
Barranquilla, Colombia

MOSCOW POWER ENGINEERING INSTITUTE
COMPUTER SCIENCE BACHELORS

February 2015 - Present
Moscow, Russia

EXPERIENCE

MICROSOFT | COPILOT AMBASSADOR & M365 SUPPORT ENGINEER Colombia, Remote | April 2024 – Present

Support engineer & systems expert in contacting customers to understand reasons behind purchasing Copilot.

Identifying questions the customer might have related to Copilot usage, integrations, migrations and setup.

Educate customers on the use of Copilot in different M365 products and services and provide guidance on best practices for improving productivity and collaboration.

Collaborate with other technical support engineers and cross-functional partners to resolve complex technical issues.

VELOCITY GLOBAL | PLATFORM SUPPORT ASSOCIATE

USA, remote | May 2024 – Present

As a Platform Support Associate at Velocity Global, my responsibilities included but were not limited to ensure the smooth operation of our global work platform and providing top-notch customer care to our clients.

My role involves a blend of technical support and client engagement, making me a vital link between our technology and our clients' satisfaction.

Primary focus on delivering exceptional customer care, promptly addressing client inquiries, concerns, and technical issues.

Proactively engaging with clients to ensure they receive the support they need to optimize their experience with our platform.

I specialize in troubleshooting issues related to our browser-based software application. This requires me to have a keen eye for detail and the ability to diagnose and resolve technical issues efficiently to minimize disruption to our clients' operations.

Taking a proactive approach to identify potential issues or areas of improvement within our global work platform. By closely monitoring platform performance and user feedback, I help anticipate and address issues before they escalate, ensuring the reliability and stability of our platform.

APPEVOLVE LABS | CROSS-PLATFORM MOBILE DEVELOPER
Freelance

Barranquilla, Colombia | October 2023 –

Spearheaded the development and launch of cross-platform applications, utilizing Flutter and Dart, and integrating Java, Kotlin, and Swift for comprehensive backend solutions.

Excelled in dynamic scalability, responsive design, advanced state management, and seamless monetization strategies.

Enhanced app performance and user engagement through strategic use of analytics and testing.

During my tenure as a Technical Support Specialist, I played a pivotal role in spearheading IT support initiatives, significantly reducing IT-related issues and enhancing overall organizational efficiency through strategic problem-solving and maintenance.

Key Achievements:

Improved IT infrastructure reliability and security, reducing IT issues by 30% and increasing software efficiency.

Implemented effective data backup, disaster recovery, and web optimization strategies.

Responsibilities:

Proactively addressed and resolved IT issues, employing advanced troubleshooting techniques to minimize downtime and enhance system reliability.

Crafted and maintained disaster recovery protocols to protect critical data from potential threats, ensuring business continuity and data security.

Skills and Expertise:

Demonstrated excellence in technical troubleshooting and problem resolution, ensuring efficient and effective support across IT systems.

CR CONSULTING SAS | WEB DEVELOPER & IT SUPPORT SPECIALIST
October 2021

Bogota, Colombia | March 2020 –

In my tenure as a Web Developer & IT Support Specialist at CR Consulting SAS, I led comprehensive web development initiatives and provided critical IT support, significantly enhancing the company's digital infrastructure and operational efficiency.

Key Achievements:

Led end-to-end web development projects, focusing on user-centric design and secure web configurations.

Boosted organizational efficiency by integrating advanced technologies and improving tech stacks.

Responsibilities:

Managed and executed end-to-end web development, ensuring optimal performance, user experience, and adherence to security standards.

Led initiatives to integrate new technologies into the existing infrastructure, enhancing system capabilities and supporting business growth.

Skills and Expertise:

Demonstrated proficiency in web development, employing a variety of programming languages and frameworks to deliver robust, secure, and user-friendly websites.

Strong analytical skills, with a proven ability to troubleshoot and resolve complex technical issues swiftly and effectively.

SKILLS

PROGRAMMING LANGUAGES	Dart, Python, Java, Kotlin, Swift
LIBRARIES/FRAMEWORKS	JavaScript, React, Flutter
TOOLS / PLATFORMS	Visual Studio Code, Android Studio, XCode, PyCharm, Figma, Canva, Monday.com, Trello, Jira, AWS, Azure, Google Cloud, Google Admob, Microsoft365, Intune
DATABASES	SQL, MySQL, SQLite, MongoDB, MariaDB, Firebase, Supabase