Thomas Alejandro Ortega Silva

Date of birth: 27/03/1993 | **Nationality:** Spanish | **Phone number:**

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ABOUT ME

Transitioning into programming from a background in customer service, I bring key skills in interpersonal communication and a unique perspective on negotiation and relationship-building. My passion for music, though currently not active in practice, inspires my academic pursuit in programming. I am eager to explore how these fields intersect, particularly in developing innovative tools for musicians.

In programming, my approach is organized and detail-oriented, with a focus on well-structured code. I aim to combine this technical expertise with my interest in music, potentially in roles within the music industry or in AI and game development.

My personal interests include a deep appreciation for music and a love for gaming, spanning various genres that challenge my problem-solving skills. My motivation for participating in the Erasmus program is to broaden my cultural perspectives and professional network, believing in the value of diverse experiences for enriching both personal and professional development.

WORK EXPERIENCE

19/06/2023 – 15/09/2023 Madrid, Spain
AUTOMOTIVE FINANCING SPECIALIST KONECTA BTO SL

- **Software Development Support:** Assisted in requirement gathering and testing of an internal CRM, showcasing additional programming and software testing skills.
- **Vehicle Financing Management and Assessment:** Detailed assessment of auto loan applications, ensuring adherence to eligibility criteria and financial feasibility.
- **Customer Service:** Provided support and advice to end customers and car dealerships, via phone and other communication channels, ensuring an optimal customer experience.
- **Loan Portfolio Monitoring:** Rigorous monitoring of financing applications at different stages, ensuring a smooth and efficient process.
- **Vehicle Insurance Sales:** Promoted and sold insurance policies as part of auto financing packages, maximizing value for clients and the company.

Business or Sector Financial and insurance activities | **Department** Commercial Support Management

03/07/2022 – 22/07/2022 Getafe, Spain
WEB DEVELOPER INTERN MART IN EARTH CONSULTING SL

- **Led a team of interns in the development of a CRM** for a consulting firm specializing in gender equality monitoring.
- **Initiated project leadership and task planning**, establishing a structured approach to development.
- **Implemented version control using Git and GitHub,** and set up essential development tools like XAMPP and Xdebugger.
- **Responsible for both front-end and back-end development,** including main structure, styles, business logic, and database reimplementation.

- **Performed a comprehensive refactor of the existing codebase** to improve functionality and efficiency.
- **Created detailed internal and external documentation**, outlining the application's structure, utilized tools, and key development decisions.

Business or Sector Other service activities

03/04/2019 – 30/11/2019 Madrid, Spain
GAME MASTER AND RECEPTIONIST ESCAPEWAY ENTERTAINMENT SL

- **Coordinated the team of game masters** and handled administrative responsibilities in the absence of the manager.
- **Managed customer service**, including phone, mail and social media inquiries, and processed payments.
- **Frequently used English in all job-related tasks**, ensuring effective communication with diverse clients.
- **Shared reception duties**, responsible for the company's mobile phone for after-hours queries and reservations.
- **Contributed to the creation and development of new Escape Room experiences.**

Business or Sector Arts, entertainment and recreation

EDUCATION AND TRAINING

15/09/2022 – CURRENT Madrid, Spain
CERTIFICATE OF HIGHER EDUCATION IN MULTIPLATFORM APPLICATION DEVELOPMENT IES Palomeras-Vallecas

- **Multiplatform Application Development**: Proficient in creating applications across various platforms using appropriate programming languages and tools.
- **Database and Systems Management**: Skilled in managing databases and configuring computer systems to meet specific requirements.
- **Managing Development Environments**: Adjusting configurations to enable application development and deployment

Address Calle Mercator 4, 28031, Madrid, Spain | **Website** http://www.iespalomeras.net |

Field of study Software and applications development and analysis , Database and network design and administration , Information and communication technologies not elsewhere classified , Computer use

Level in EQF EQF level 5 | **Type of credits** ECTS | **Number of credits** 120

21/09/2021 – 19/07/2022 Madrid, Spain
FCD0112 PROGRAMMING WITH OBJECT-ORIENTED LANGUAGES AND RELATIONAL DATABASES Ki-Works

- **General Competence**: Develop computer applications based on specified designs using object-oriented languages and relational databases.
- **Specific Competencies**:
    - Configure and exploit computer systems.
    - Program relational databases.
    - Develop software components in object-oriented programming languages.

Website https://ki-works.es/ |

Field of study Database and network design and administration , Software and applications development and analysis

Level in EQF EQF level 5

LANGUAGE SKILLS

Mother tongue(s): **SPANISH**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	B2	C1	C1
FRENCH	A2	A2	A1	A1	A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Office (Outlook, Excel, Word, PowerPoint) ⎮ Adobe Photoshop (basic elements) ⎮ Reaper (Digital Audio Workstation)

Programming Languages and tools

Java ⎮ Python ⎮ PHP ⎮ MySQL ⎮ CSS ⎮ HTML ⎮ JSON ⎮ SQL ⎮ XML

Related to Software Development

Software Documentation ⎮ UML ⎮ Control Version ⎮ Git ⎮ Object-Oriented Programming