

# ANDRES HINCAPIE

Wakefield, MA 01180 |

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IT manager with 5 years of experience in the sector. Experience working on projects that require solutions for all kinds of tasks, such as implementing technical and computer systems from scratch. Design and implement network architecture to manage networks effectively, efficiently. Web developer with knowledge in HTML, CSS, JavaScript, NodeJS, React and database.

Languages: English and Spanish

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## SKILLS

JavaScript, CSS, HTML, NodeJS, MongoDB, React, Git, GitHub, Zappier, Microsoft365

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## EDUCATION

**Per Scholas**, Boston, MA  
Software Engineer Course

April 2023

**Medellin University**, Medellin, Colombia  
Degree in Telecommunications Engineer

June 2013

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## WORK EXPERIENCE

**Roads Consulting Group**, Boston, MA  
IT Consultant

March 2018 – Current

- Implement and ensure all of the company's systems are running optimally and at full capacity
- Provide advice on current technology for the company's customers
- Maintain a clear understanding of clients' business needs, and design and implement customize technology solutions
- Training of employees and clients in VoIP systems, CRMs, QuickBooks and Microsoft365.

**DPV Transportation Inc.**, Everett, MA  
IT Manager

May 2016 – July 2022

- Managed mobile applications for customers. The applications allow the customer to track the vehicle in real time, view schedules and receive notifications.
- Provided excellent technical assistance to employees and ensured that the tools they used were working properly.
- Sustain customer satisfaction by resolving issues immediately and presenting data analysis reports using Microsoft BI.

**Boston Project LLC**, Winthrop, MA  
IT Manager

June 2018 – December 2020

- Manage and administer the technological tools used for the development the employees' tasks and the correct operation of the applications for the customers.
- Assignment and follow up of the different tasks of the projects under development to the employees.
- Technical support of employees' equipment and assistance with bugs in different customer applications.