Andrea Cristina BRAVO BALADO

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Birth date: 03/11/1986

I am a software engineer with a master's degree in Artificial Intelligence from Vrije Universiteit Amsterdam, currently working as a support engineer and consultant at Textkernel. Communication is one of my strongest qualities and I believe in responsibility and in solving problems creatively, paying close attention to each and every detail. I am looking forward to continuing my professional career in a role where I can combine data mining and analysis, professional services and interesting customers in a dynamic and learning environment.

Education

Vrije Universiteit Amsterdam | Amsterdam, Netherlands
2010-2014
Master's degree in Artificial Intelligence, Knowledge Technology and Intelligent Internet Applications specialization.
Master thesis: Linking historical ship records to newspaper archives
Publication: Bravo Balado, A., de Boer, V., and Schreiber, G. *Social Informatics: SocInfo 2014 International Workshops, Barcelona, Spain, November 11, 2014, Revised Selected Papers.* Springer International Publishing, Cham, 2015, ch. Linking Historical Ship Records to a Newspaper Archive, pp. 254–263. Available at http://link.springer.com/chapter/10.1007%2F978-3-319-15168-7_32

Universidad Rafael Belloso Chacín | Maracaibo, Venezuela
2004-2008
Bachelor's degree in Software Engineering.
Graduated with Cum Laude honors.
Extra curricular activities: Centro de Transferencia de Tecnología (Technology Transfer Center) and IglURBE: University's linux user group.

Experience

Support Engineer and Consultant | Textkernel - Semantic Recruitment Technology
October 2014 – Present | Amsterdam, Netherlands
- ★ At the Customer Operations team, we provide support and consultancy to our customers, both small and big, from all over the world.
- ★ For my support engineer role, I apply troubleshooting and problem solving skills in order to identify issues and (possible) solutions. If it's possible to solve the issues within our team, I also work on the implementation of solutions.
- ★ I am currently in charge of coordinating incoming support tasks among my teammates and development teams and of making sure that our customers receive the best service possible.
- ★ I also provide technical consultancy and delivery of complex integrations of our products with other systems through server-to-server communication protocols (SOAP, REST, HTTP) as well as specific integrations with important HRMS/CRM systems such as Taleo and Bullhorn.
- ★ I am in constant communication with customers and integrating parties with varying levels of technical knowledge.
- ★ In this position I have had experience with different technologies, tools and languages at various levels, such as Linux, PostgreSQL, Java, Perl, HTML, XML, Javascript, Git, SVN, etc.

English teacher | Casa Migrante Amsterdam

April 2014 – April 2015 | Amsterdam, Netherlands

- ★ Volunteer English teacher for Spanish-speaking adults in the Netherlands.
- ★ Planning course content and lessons.

Editor | Amsterdamdo

March 2011 – March 2015 | Amsterdam, Netherlands

- ★ Travel blog about Amsterdam.
- ★ Targeted to Spanish-speaking travelers.
- ★ Personalized travel itineraries for visits in Amsterdam.

Software and support engineer | Desarrollo Fintec de Costa Rica

May 2008 – February 2010 | San José, Costa Rica and Maracaibo, Venezuela

- ★ Support and development of an inter-banking application that manages incoming and outgoing direct debits and credits between the bank and the Central Bank of Venezuela.
- ★ Worked with Banco Occidental de Descuento (BOD) and Banfoandes (now Banco Bicentenario) in Venezuela and shortly with Scotiabank in Costa Rica.
- ★ Developed with Java EE, Spring and Hibernate using Eclipse. Deployed on Apache Tomcat.
- ★ Worked with MS SQL Server at one banking institution and PostgreSQL in another.
- ★ Support in real time when needed.

Software developer | Qualitex Servicios Tecnológicos

January 2008 – March 2008 | Maracaibo, Venezuela

- ★ Internship required for graduation.
- ★ Adjusting an in-house help desk/support ticket application to a different domain for Radio Marina de Venezuela.
- ★ Existing software was designed for hardware and software technical support and needed to work for a company that provides support for communication and navigation equipment for the maritime activity.
- ★ Assessing requirements directly with the contact person at Radio Marina de Venezuela.
- ★ Worked with C# and MS SQL.

Teaching assistant | Universidad Rafael Belloso Chacín (URBE)

January 2007 – March 2008 | Maracaibo, Venezuela

- ★ Teaching assistant of Cisco's Fundamentals of Java Programming course.
- ★ Helping students with weekly assignments and case studies.
- ★ Standing in for the instructor when needed.
- ★ Organization and management of enrollments, workshops and conferences for the Technology Transfer Center.

Swimming instructor | Artes Swim Academy

August 2002 – August 2004 | Maracaibo, Venezuela

- ★ Full-time work during the summer time as swimming instructor for children from 2.5 to 5 years old.
- ★ Providing special attention to children with Down syndrome.
- ★ Assisting in other summer camp activities with young children.

Languages

Español: Native proficiency.
English: Bilingual proficiency.
Nederlands: Elementary proficiency.