ERICK ARMANDO RODRÍGUEZ BÁRCENA

MECHATRONICS ENGINEER

CONTACT DETAILS

🏠 Querétaro, México.

📱 Home: +52 57543864
Mobile: 5540779049

✉ erickbarcena00@hotmail.com
erickbarcena00@gmail.com

🌐 www.trendxmarket.com.mx

in Erick Rodríguez Bárcena

○ arrivaldo

PROFESSIONAL RESUME

Mechatronic Engineer with 2 years of experience developing functional, elegant and multiplatform web applications, +1 year of experience as a QA consultant engineer collaborating with multiple international clients for different projects.

Passionate about technology, programming, electronics, science, art, design and active participation in impactful technological projects. Committed, enthusiastic, analytical and self-taught collaborator, always focused on developing skills and applying the knowledge acquired in the fulfillment of the organization objectives, the work team accomplishments and personal tarjets.

CERTIFICATIONS

- ISTQB Certified Tester- 2021
- Pega Certified System Architect - 2021
- Pega CertifiedBusiness Architect - 2021

WORK HISTORY

SYSTEM ARCHITECT / QA ANALYST / CONSULTANT

Rules Cube Inc. > 02/21 - Current

- Pega Systems consultant for multiple international clients.
- Execution of functional tests (Regression, integration, acceptance, smoke) and non-functional tests (Stress and Compatibility).
- Participated in root cause analysis of critical defects.
- Validated implementations in test and production environments.
- Participated in the development of web applications through Pega's CRM.
- I reproduced and clearly documented the localized defects.
- I analyzed system errors and suggested corrective measures.
- Collaborated with clients, staff members and IT colleagues to define detailed client requirements and system interfaces,
- Agile development methodology implemented: SCRUM.

FRONTEND DEVELOPER

Global Corporation Business Group > 06/20 - 02/21

- Claro 360 suite application development.
- Functionality and layout of different landing pages, control panels and restructuring of client-side code for the Claro 360 suite.
- Continuous validation and improvement of load times and performance.
- Implementation of maintainable, scalable and reusable code.
- I contributed on the architecture design for the 360 services platform.
- Technologies: JavaScript, JavaServer Pages (JSP) with Apache, Bootstrap.
- Implementation and design of resources and assets for the suite.
- I validated code for an adequate, safe and compatible structure with different browsers, devices or operating systems.
- Agile development methodology implemented: Kanban.

FULLSTACK JR. DEVELOPER

Neoris México > 12/19 - 06/20

- Web application project for a Dominican Banking Institution.
- Development of maintainable, reusable and scalable components.
- Consumption of API REST integrations and HTTP requests validations.
- Relational database queries with SQL Server as manager.
- Technologies: JavaScript, React JS, MS Sharepoint, MS Azure, Git, SQL.
- Creation and configuration of programming environments.
- Trouble shooting on the user and on the server side.
- I worked with different tech roles searching for software solutions.
- Agile development methodology implemented: Kanban.
- I validated codes for a suitable, safe and compatible structure with different browsers, devices and operating systems.
- Documentation and updating of user formats/guides.

EDUCATION

Current - Mechatronics Engineering.
Universidad Tecnológica de México.
Studying last semester of Mechatronics
Engineering. GPA: 8.5.

2018 - Mechatronics and Production Engineering.
Universidad Iberoamericana.
Accredited up to 6 semester and member of the
Mechatronics, Biomedical & Telecommunications
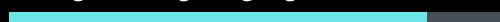Engineering student association.

TECHNOLOGIES

JavaScript

React JS

C Programming Language

Node JS

SQL

Git

Python

TypeScript

Java

Assembler

Matlab

Linux

Inventor, AutoCad

PLC

Angular

Illustrator, Photoshop, Blender

PEGA Systems

Microsoft Office 365

ACCOMPLISHMENTS

- Participated in +5 successful technology projects.
- Champion of the 'Line Follower Robot' race by the student's association at the U. Iberoamericana.
- 5 times winner of the "Top Performer" title for different contact center campaigns.
- Outstanding grade in the 2021 Egel exam.

PREMIER LEVEL TECHNICAL SUPPORT ANALYST
HSBC Financial Group > 04/2019 - 12/2019

- First and second level technical support for internet banking users and mobile applications.
- Management and support on accounts, applications, credits, cards, investments, reports and savings for Premier level clients.
- Provided assistance to colleagues and clients about banking procedures and the technology used in the processes.
- I performed diagnostics of hardware and software malfunctions.
- Respond to queries about the use of the system by users.
- I set up profiles, emails and logins for new hires, as well as providing assistance with passwords and reports.
- Assistance and support remotely and by phone.
- Preventive and/or corrective maintenance.

BILINGUAL EXECUTIVE
Teleperformance > 03/2018 - 04/2019

- Technical support and customer service for individual international banking, technological and food delivery campaigns.
- Recognition as "Top Performer", thanks to the high level demonstrated in case resolution, AHT and empathy with the client.
- Telephone assistance. I professionally processed more than 70 calls a day, in which I provided information and timely assistance to guarantee customer satisfaction and permanence.
- Remote technical advisor (chat), receiving only positive surveys.
- I received multiple positive comments appreciating the dedication to our excellent customer service.
- Deliver an elevated customer experience to build loyal customers.

INTERESTS

COURSES AND SYMPOSIUMS

- Symposium: "Information and Communication Tecnology Security", Universidad Tecnológica de México. - (2022).
- Course: "Web Development School", Platzi. - (2021-2022).
- Course: "JavaScript Mastery", Udemy. - (2020-2021).

ADDITIONAL SKILLS + SOFT SKILLS

- Excel
- jQuery
- SEO
- UX/UI
- Advanced English
- Analog & Digital Electronics

- MS Access
- MS Sharepoint
- Creative
- Analytical thinking
- Entrepreneur
- Collaborative with friendly attitude

- Self-taught
- Persistent
- Decisive
- Leadership
- Assertive
- Proactive