Carlos Torres Moral

CS Andon Cord Subject Matter Expert

About me

Sole developer supporting an 80-person team at Amazon; designed, developed, and maintaining 31 production scripts that enhance web tools to improve operational efficiency. Performing data analysis and automating workflows to support daily operations.

I value the importance of clean code and design, and I am motivated by elegant logics and making a tangible impact for clients, all things that push me to continuously improve my skills.

With experience in research, policy analysis, data driven problem-solving, and cultural awareness from political science and Spanish teaching, I have thrived in diverse business environments from freelance, small businesses, and a global corporation.

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Location	Barcelona

Education

Ironhack — Nov 2024 - Dec 2024 — CERTIFICATE
Data Analytics Course

Completed a 60-hour course on Data Analytics, focusing on SQL for data querying and Python with Pandas and NumPy for data manipulation and analysis.

`MySQL` `Python` `Pandas` `NumPy`

Amazon Web Services (AWS) — Nov 2024 — CERTIFICATE
AWS Certified Cloud Practitioner

Passed the exam CLF-C02, demonstrating knowledge in cloud and AWS fundamentals (core services, infrastructure, networking, security, monitoring, pricing, support, migration).

`Cloud fundamentals` `AWS fundamentals`

Ironhack — Mar 2024 - Jul 2024 — CERTIFICATE
Web Front-End Bootcamp

Completed a front-end bootcamp focused on Vue 3.

`Vue.js` `JavaScript` `HTML` `CSS` `Git`

Ironhack — Feb 2023 - Jun 2023 — CERTIFICATE
Web Back-End Bootcamp

Ventured into back-end development and built a real estate REST API, acquiring knowledge of the controller, service, repository, and data layers.

`Java` `Spring Boot` `Maven` `JPA` `MySQL` `Git`

Universitat Autònoma de Barcelona — Sep 2012 - Jul 2017
Bachelor's Degree in Political Science and Public Management

Specialization in International Relations.

Work experience

Amazon — May 2025 - Now
CS Andon Cord Subject Matter Expert (L4)

Building upon my previous role's responsibilities, my role has expanded to being part of the team's management.

- Responsible for monitoring the KPIs of an 80+ associates team (touched, resolved, quality).
- Automated 8 weekly reports about team productivity and quality.
- Analyzing data for ad-hoc deep dives.
- Mentoring a junior developer.
- Providing technical consultation to several teams.
- Maintaining 31 production userscripts with 90+ users each.

`TypeScript` `Node.js` `Data Analytics` `Mentorship` `Project management` `Stakeholder management`

Amazon — Jan 2022 - May 2025
CS Andon Cord Associate (L3)

Researched customer inquiries and inventory discrepancies to identify root causes of customer dissatisfaction peaks and ensure the accuracy of product data, liaising with internal warehouses and external vendors. In early 2023, became the solo full-time front-end developer in the team.

- Led process-improvement initiatives that leveraged internal Amazon APIs to drive efficiency by automating manual work.
- Designed systems such as "Support Requests" and "Quality Audits" with 29,000+ and 13,000+ items processed in the first two years.
- Served as primary tech contact in the team.

`Analytical skills` `Team work` `JavaScript` `Node.js` `Vue.js` `Git` `HTML` `CSS`

Freelance — Jul 2019 - Jan 2022
Spanish Teacher

Taught Spanish courses in-person and online, adapting strategies for all levels. Developed business Spanish courses themed around SCRUM for a French digital company and coached managers and professionals in Barcelona (reviews available at Apprentus).

`Client management` `Instructional design`

Atlas Language School (Dublin) — Jun 2018 - Sep 2018
Academic Intern

Improved efficiency of student feedback quantitative and qualitative analysis by designing spreadsheets ad hoc, and provided administrative support within the Academic Department of the school.

Institut de Ciències Polítiques i Socials — Oct 2015 - Apr 2016
Research Trainee

Support for the "Anuari Polític de Catalunya" report of 2015 (mark: A). My tasks included summary of legal texts, elaboration of databases and electoral data treatment, follow-up of government activity, and press research.

Languages

Spanish	Native
Catalan	Native
English	C1 Advanced English (CAE)