

Contact

Panamá, Ciudad de Panamá
+50763102197 (Mobile)
demetrio.aris@outlook.com

www.linkedin.com/in/d-aris
(LinkedIn)
github.com/demetrioaris (Other)

Top Skills

Comunicación
Atención al detalle
JavaScript

Languages

Inglés (Professional Working)

Certifications

Introduction to Software Engineering
TestOut Client Pro Certification
TestOut Network Pro Certification

Demetrio Aris Gonzalez

Current BYU-Pathway Worldwide Student: Web and Computer Programming
Panamá, Panama

Summary

I am currently a student at BYU-Pathway Worldwide, looking for an entry-level position. I obtained certificates in Computer Support and Programming; I am actively engaged in web and computer programming projects and passionate about solving problems. I am working towards a B.S. in Software Development.

Experience

Bancolombia Panamá S.A.
Digital Operations Services Assistant
April 2023 - Present (1 year 4 months)
Panamá, Panamá

- Oversee client requirements for digital operations, ensuring efficiency and high quality in managing both companies and people requests
- Support the commercial team by resolving escalated client queries on digital channels, providing timely and effective solutions
- Investigate and address complex client issues that require advanced support, ensuring prompt responses and meeting client needs with the highest quality standards

BAC International Bank
Senior File Custody Assistant
November 2018 - May 2021 (2 years 7 months)
Panamá, Panamá

- Managed Oracle's Siebel CRM software for customer service across multiple channels, including telephone, email, and instant messaging, providing solutions to queries and problems.
- Managed IBM Application System/400 database software and maintained digital and physical document inventories, ensuring information was organized and updated for smooth business operations.

Education

Brigham Young University - Idaho

B.S. in Software Development, Software Engineering · (January
2020 - December 2025)

University of Panamá

Bachelor in English, Lengua y literatura inglesa, general · (February
2024 - December 2027)