NICOLAS DONATI

Software Engineer / Computer Science Student

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EDUCATION

Tecnológico de Monterrey   Monterrey, México
Bachelor in Computer Science and Technology   *Expected Graduation, June 2027*
- **GPA:** 94.2 / 100
- **Related Coursework:** Data Structures & Algorithms, Object-Oriented Programming, Machine Learning, Statistics & Applications, Database Systems, Software Engineering

EXPERIENCE

Junior Software Engineer   April 2024 – Present
Rustiker   *México, MX*
- Developed and deployed an AI chatbot using **OpenAI APIs**, leveraging business data to deliver prompt and precise customer responses across platforms, achieving a **12% improvement of conversion rates**.
- Enhanced the sales process by leveraging the chatbot to answer product queries and automate routine customer service tasks, resulting in an **80% reduction of labor costs**.
- Utilized the data to generate insightful reports that enhanced business operations and informed strategic decisions.

Full Stack Developer   June 2024 – January 2025
DMIC   *Querétaro, MX*
- Engineered and implemented an application for managing internal operations, including project management, inventory control, and providing faster, more accurate quotes to clients.
- Developed and deployed a responsive website using the Next.js framework, optimizing user experience and performance, which resulted in a **180% increase in monthly visits**.
- Established a tracking system for customer companies to monitor real-time progress and timelines of their projects, **cutting client complaints by half**.

Back End Developer Intern   May 2023 – August 2023
AXA   *London, UK*
- Optimized existing algorithms and processes to ensure the prompt and accurate disbursal of payments to clients, improving efficiency and **reducing latency by 20%**.
- Leveraged **Python for back-end** development.
- Built a reporting tool for insurance claims, leading to a 2-case increase in daily reports per agent.

PROJECTS

Donatti Co. | *React, NextJs, NodeJs, MongoDB, AWS*   September 2023 – Present
- Founded donatti.co, positioning it as a leading **AI company** in Mexico by creating custom **software solutions** that improved operations, cost-efficiency, and scalability.

FIRST Robotics Competition | *Java, C++, Python, Git*   December 2022 – April 2023
- Directed a robotic engineering project for the FIRST Robotics Competition, leading the design, construction, and software development of a competition robot.
- Managed a three-person team, optimizing collaboration and strategic planning to overcome technical challenges and **advance to the World Championship.**

TECHNICAL SKILLS

Programming Languages: C++, Java, JavaScript, TypeScript, Python, SQL, Rust
Frameworks: Spring Boot, React, Node.js, Apache Kafka
Developer Tools: Git, Docker, AWS, Google Cloud.

EXTRACURRICULARS & AWARDS

- Achieved a top-three ranking in the national chess standings.
- Earned the Academic Excellence Scholarship for extraordinary academic performance.