

# Fabian Morales

Computer and Software Engineer and Full Stack Web Developer

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## PROFILE

Computer and Software Engineer with 12 years of accomplished IT support experience, and a recent graduation as a Full Stack Web Developer. Demonstrated expertise in delivering top-notch 1st and 2nd-level support, conducting thorough manual testing, and excelling as a Scrum Master. Committed to delivering superior work, I am passionate about developing end-to-end web applications that precisely cater to client needs. My proficiency extends across research, planning, design, development, and testing, all underpinned by a relentless pursuit of continuous learning and growth in the web development field. Additionally, my enthusiasm drives me to stay updated with the latest technologies, such as Artificial Intelligence.

## SKILLS

### Programming Languages:

JavaScript, Ruby, HTML, CSS

### Testing:

Cypress, RSpec, Jest, Mocha, Chai, Manual testing

### Frameworks & Libraries:

NodeJS, ReactJS, Ajax, Express, EJS, jQuery, Bootstrap, ActiveRecord, Rails, SASS

### Systems and Databases:

SQL, Git, OpenAI

### Spoken Languages:

English, Spanish

### Additional Skills:

- Scrum Methodologies.
- Hardware, Software, and Network Support.
- Responsiveness: Demonstrated responsibility, proactive attitude, and resourcefulness in problem-solving.
- Interpersonal Skills: Excellent communication and collaboration abilities.
- Critical Thinking: Strong analytical skills and the ability to think critically in complex situations.

## PROFESSIONAL EXPERIENCE

### Volunteer support technician:

*SpanicArt*

11/2018 – 06/2022

Calgary, Canada

- Managed website content and updated information across multiple platforms, including Facebook, Instagram, and the company's website, resulting in a 20% increase in visibility and engagement.
- Provided technical assistance to personnel, troubleshooting, and consulting on computer-related issues.
- Assisted in the organization of events and meetings.

### Support specialist:

*Consulate of Colombia in Calgary*

11/2017 – 03/2021

Calgary, Canada

- Provided hardware, software, and network support, reducing the request for assistance to the central help desk by 98%.
- Advised on the acquisition of equipment and technology.
- Installed and maintained workstations.

### Technical Engineer:

*Ministry of Foreign Affairs of Colombia*

02/2013 – 11/2017

Bogota, Colombia

- Led the development and testing team as the Scrum Master, ensuring effective collaboration and timely project delivery.
- Verified the desired functionality and performance of software applications based on customer specifications and requirements, resulting in a significant 60% reduction in production bugs.
- Created 63 documents outlining repair processes and simplified procedures, enabling streamlined future technical assistance actions and enhancing team efficiency.
- Provided second-level IT support to 110 Colombian consulates worldwide and 43 branches within Colombia, resolving complex technical issues and ensuring smooth operations.
- Authored technical documents, user manuals, application documentation, and software requirements for 8 internal applications, promoting clarity and efficient usage.
- Conducted SQL database queries and performed updates to ensure accurate and up-to-date information retrieval.

## EDUCATION

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04/2023 – 07/2023 Calgary, Canada	<b>Diploma Full-Stack Web Development</b> <i>Lighthouse Labs</i>
06/2013 – 08/2019 Bogota, Colombia	<b>Bachelor's Degree, Computer Science</b> <i>UNAD University, Bogotá, Colombia</i>
06/2010 – 08/2011 Bogota, Colombia	<b>Diploma Maintenance of Computer Equipment</b> <i>National Learning SENA</i>

## CERTIFICATES

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- Certification, CompTIA A+
- Certification Scrum Fundamentals
- Certification Scrum Developer
- Software Engineering Course
- Assembly and maintenance of computers

## PROJECTS

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### Exam-genie

*Technologies used: React.js, Express.js, Sass, Html, Bootstrap, OpenAi, Chart.js, Auth0, PostgreSQL*

Developed a question generator application for exam preparation, incorporating Artificial Intelligence for question generation and providing feedback on correct answers. The application includes a challenge or game section for collaborative studying. Additionally, the application saves the exam history for future reference.

### PhotoLabs

*Technologies used: React.js, Node.js, PostgreSQL, Sass, Html*

Designed and developed PhotoLabs, a cutting-edge React-based single-page application (SPA) that revolutionizes the way users interact with photos. Empowered users to explore and view photos in diverse contexts, offering a seamless and immersive experience.

### Tweeter Clone

*Technologies used: JavaScript, Css, Html, PostgreSQL*

Developed a Twitter clone application showcasing proficiency in JavaScript, AJAX, Node.js, HTML, and CSS. Utilized asynchronous coding methods to ensure real-time responsiveness to user inputs.

### Jungle

*Technologies used: Ruby, Rails, Html, Sass*

Developed Jungle, a robust e-commerce application using Rails 6.1. Leveraged the power of Ruby on Rails framework to create a scalable and efficient platform. Implemented essential features such as user authentication, product listings, shopping cart functionality, order processing, and payment integration. Ensured a seamless user experience by incorporating responsive design principles and intuitive navigation. Demonstrated strong problem-solving skills and attention to detail throughout the development process.

### Resource Wall

*Technologies used: JavaScript, Express.js, Html, Sass, PostgreSQL*

Developed and implemented the Resource Wall project, a dynamic platform for sharing and exploring photos on various topics. Each photo or post includes URL links to provide additional information related to the topic. Enabled user interaction through features such as commenting, rating, and liking posts.