



PABLO PORTABALES

SOFTWARE DEVELOPER

ABOUT

I've always been passionate about technology. In Spain, I graduated in a BSc in Computer Science then completed with a 2 years MSc. After a period working in Madrid, I decided to move to the UK in order to improve my English and pursue a career in IT. Each of the professional experiences I had in the UK, have helped me to grow as a professional and as a person: from Fizzback through NICE, where I had not only colleagues but also friends, to my latest experience at Makers Academy. The latter has been a really intense and rewarding experience: at Makers Academy I learnt how to develop the correct mindset and the necessary skills to become a software engineer.

EDUCATION

2001
2003

University Antonio Nebrija

Bachelor's Degree
Computer Science

2004
2006

University Francisco Vitoria

Master's degree
Computer Science

WORK EXPERIENCE

Makers Academy

<http://www.makersacademy.com>
August 2014 - December 2014

Web development student

- Full time coding bootcamp

Highlights

Single page applications development in javascript, with Node, Express and Angular

Angular: Test-driven development using Karma-Jasmine for unit tests and Protractor-Jasmine for E2E tests.

Developing Chrome extensions to implement webRTC capabilities

Building Node.js APIs, using Mongoose and Sequelize as ORM for storage

Node.js with socket.io to display Real-time data from Twilio, Github and Twitter APIs

Nice Systems

<http://www.nice.com>
May 2012 - August 2014

Client Services and Product Support

- Real-time customer feedback solution. My role at Nice was to support the client services team on its day-to-day support and management of our software clients

Highlights

Technical resolution of client issues providing development steps to Application Support

Recognise customer's problems that should be escalated to the next level for resolution following established protocols

Maintain and update system documentation

Fizzback

April 2010 - May 2012

Client Services and Product Support

- Real-time customer feedback solution. Working directly with Client Services on identifying, resolving or escalating client technical incidents.

Highlights

Fulfill support requests from clients, via email and telephone

Apply understanding and knowledge of information systems products and services to assist customers on technical matters, aiming for first time resolution wherever possible

Track issues and maintain ongoing contact with the client and internal resources until issue is resolved

CONTACT



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SKILLS

Node.js

[Express](#) [Socket.io](#) [Mongoose](#) [Mocha](#) [Jasmine](#)

Angular.js

[Karma](#) [Jasmine](#) [Protractor](#) [Bootstrap](#) [Grunt](#)
[Yeoman](#)

Storage

[MongoDB](#) [Postgres](#) [MySQL](#)

TDD

[Karma-jasmine](#) [Mocha](#) [Protractor](#)

Chrome Store

[webRTC extension](#) [webRTC app](#)

APIs

[Twilio](#) [Github](#) [Twitter](#)

Other skills:

[Ruby](#) [Python](#) [jQuery](#) [Git](#) [Jira](#)

LANGUAGES

English

Spanish

INTERESTS

Technology

[Wired](#) [Twitter](#) [Gizmodo](#)

Learning

[Pluralsight](#) [Codewars](#) [Udacity](#)