

GIOVANNI (GIO) CHAJON

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FULL STACK DEVELOPER

Proficient back-end and front-end development of websites and applications

IT professional with 20+ years of progressive experience with a passion for technology. Capable of evaluating and responding to IT issues with a curious, analytical and determined attitude. Goal-oriented hands on contributor ready from day one to troubleshoot and solve complex technical challenges.

Expertise Includes:

- Client Support
- Systems Analysis
- Troubleshooting/Problem Solving
- Project Management
- Agile Methodologies
- Software Development
- Critical Thinking
- Testing (TDD and Selenium)
- Systems Integration
- Deployment
- Object Oriented Design
- Software/Hardware
- Mobile Development (React Native)
- Amazon AWS
- CI/CD (Jenkins)
- Design and Programming

Technical Skills:

Operating Systems:	Linux servers, Microsoft Window servers
Databases:	MSSQL, Oracle, Postgres, MySQL and No-SQL (MongoDB and CouchDb)
Back-end Development:	NodeJS/express, Flask (Python), PHP, C# and Java
Front-end Development:	HTML CSS JavaScript, React, Mobile Development (React Native)

PROFESSIONAL EXPERIENCE

Avanti Software, Calgary, AB

2015 to 2018

Client Relationship Manager

- Collaborated with existing customers gathering business requirement to produce estimates with development team doubling the revenue to more than \$1.2M. Sustained growth for three years and facilitated SAAS transition for 10% of customer base.
- Created specification documents and quotes on custom development and solutions which represented 25% recurring revenue from existing customers from maintenance agreements.
- Escalation point for customer service issues reducing customer turnover from 7% to 5% by rectifying issues within two business days.

- Produced reports from different sources (SQL Server, CRM) to present information such as dashboards and graphs. Created and rolled out tool for quoting in excel pulling information from CRM system.

(Technologies Used: HubSpot, Excel Pivot Tables, Microsoft SQL Server, Microsoft Visio, Microsoft Project)

Fortress Technology Planners, Calgary, AB

2012 to 2015

Project Manager

- Managed, developed and successfully delivered infrastructure projects (network implementation, upgrade and audit) to multiple clients and industries in Calgary.
- Took over and completed development projects within tight timelines (PHP, Postgres and Cake Framework) effectively reducing manpower costs.
- Built solutions (disaster recovery plans, network upgrades, technology planning) for projects by gathering requirements as a systems analyst, co-authoring the internal processes in Business Process Model and Notation (BPMN).
- On-site main developer in Quebec that supported the order-invoicing integration project for Atlas (Versacold in Montreal). Accelerated development time and built relationships while working alongside the client.

(Technologies Used: Oracle DB, Microsoft SQL Server, PHP with Cake, Postgres, C#, Selenium, Jenkins)

Fortress Technology Planners, Calgary, AB

2010 to 2012

Intermediate Network Analyst

- Performed network troubleshooting and server software issues for more than 40 clients in Calgary with same day resolution.
- Monitored Windows server performance on IT infrastructure and customer datacenter sites. Authored a Raspberry Pi / Python automated monitoring tool for small server rooms.
- Onboarded and mentored analysts on solving network and workstation issues while providing input on the design of new hardware infrastructure solutions.
- Documented configuration and design of technology and disaster recovery plans. Designed the training program empowering techs on how to document and label the infrastructure elements.

(Technologies Used: MS Exchange, Exim, Microsoft SQL Server, Windows Server 2008-2012, IIS, Linux, Python)

Aldea Systems, Guatemala City, Guatemala

2008 to 2009

Systems and Business Process Analyst

- Served as project manager on a web Interface for portfolio investors delivering the second phase managing a team of 5 developers (<https://secure.portafoliodeinversiones.com/safweb/>).
- Created test cases that successfully reduced development time to build a complex system that calculated daily investing unit values.
- Managed and deployed server infrastructure (application servers and databases) that provided the configuration and provisioning for four projects as an Infrastructure lead.

(Technologies used: BPMN, UML, Java ES6, Spring, JBOSS, Tomcat, SVN, MySQL, Postgres, Ubuntu Server, Microsoft Project, Microsoft Team System)

ADDITIONAL EXPERIENCE

Royal Dutch Shell, Central America and Caribbean 1996 to 1998

Client-Server Developer (Interface and Database), Consultant

Customer Service System for retail operators Oil & Gas, implemented the CSC (customer service system) in more than five countries.

(Technologies used: Microsoft Visual Basic, SQL Server, Microsoft Access)

Orchestration System (Central American Brewery), Guatemala City, Guatemala 1998 to 1999

Back-end Developer/Business to Business, Consultant

Com+ components for Business to Business integration between IBM and Microsoft systems are still used to this day.

(Technologies used: Microsoft Visual Basic, C#, SQL Server, Microsoft Biztalk, MSMQ, SOAP-XML, SourceSafe)

Westrust Bank, Guatemala City, Guatemala 1999 to 2001

In-house Development

Online Banking and EDI systems building integration components with queues. Created integrations with AS/400, SQL server, Portia system, BOFA and Barclays systems. Created one of the first online banking systems in Guatemala using html and Dial-up technology.

(Technologies used: Microsoft SQL Server, Visual Basic, HTML, DB2/400, MSMQ, Sybase)

EDUCATION / PROFESSIONAL DEVELOPMENT/CERTIFICATIONS

Master's in Business Administration (MBA) - Universidad Mesoamericana (UMESAG), Guatemala

Bachelor of Science, Computer Science - Universidad Francisco Marroquín (UFM), Guatemala

Full Stack Developer - EvolveU, Calgary, AB

- Sample source code full stack project:
 - Live App on <https://cgyab.ca>
 - Source code in <https://github.com/giochajon/CalgaryCommunities/>

(Technologies Used: JavaScript ES6, React, Python, Flask, Express, Amazon AWS, Postgres, NodeJS, Express, Java, Unreal Engine and Mobile development with React Native)

ITIL Foundations Certification

CompTIA (A+ Technician, Network+, Server+ and Security)

VMware Solutions VSTP Certified

MCSA + Security, Certified Systems Administrator

MCPD Web Applications, Certified Web Developer

Certified in Microsoft SQL Server (MCSA)

English, Spanish and French.