HENRY GOMEZ

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a Calle 28 Norte # 6 Bis 18, Santiago De Cali, VAC 760001

SKILLS

- Java/C/C++
- Software projects
- Computer programming
- PHP
- AWS (EC2, ELB, RDS, S3, Cloudwatch, DynamoDB, Batch)
- HTML5
- JavaScript
- Node.js
- Python
- Django/Python
- Angular
- Go
- CircleCI
- Terraform

EDUCATION

UNAD Cali
Cali, Valle Del Cauca

Ingeniería De Sistemas: Computer Science And Programming

2019 - Currently

Universitaria Del Valle
Palmira, Valle Del Cauca

Tecnologia En Sistemas - Bachelor Degree: Computer Science

2011 - 2015

PROFESSIONAL SUMMARY

- I am a dedicated software developer with a bachelor degree in systems technology and great experience in back-end and frontend development, problem analysis and error resolution to guarantee user satisfaction. My Objectives are to work or form a solid team of developers and at the same time, help maximize the benefits for a successful company.

- Person with comprehensive training, leadership aptitude and attitude, high performance, creativity, self-management capacity, ethical, responsible, punctual and capable of teamwork.
- Full Stack Developer, Javascript Developer, MEAN Stack Developer, LAMP Stack Developer

- Experience in agile development. Strong experience in systems analysis and design. Great ability to solve problems. Solid understanding of the software development life cycle.

WORK HISTORY

Comsistelco - senior premium specialist analyst
Cali, Valle del Cauca • 05/2023 - Currently

- Specialized Support Case Management: Provide expert support for a utility services company, leveraging knowledge in OpenSystem. This involves monitoring and troubleshooting process flows between systems to identify and resolve issues. Solutions may require reprocessing flows, necessitating a clear understanding of process workflows and database administration using Oracle SQL.
- Process Improvement and KPI Enhancement: Actively involved in the implementation of various process enhancements while working towards improving existing workflows to optimize key performance indicators (KPIs) for the service desk. Initiatives include the establishment of a knowledge base to facilitate continuous improvement within the team and the organization.
- E-Learning Implementation: Currently leading the implementation of an e-learning platform, including SCORM and xAPI courses, to enhance knowledge management across the company.

BairesDev - Software Engineer
Cali, Valle del Cauca • 08/2022 - 05/2023

- Developed applications using Go and TypeScript for a Twilio and Flex-based system, as well as Node.js for some tasks.
- Collaborated closely with both the client's technology team and BairesDev's assigned team.
- Implemented a new activity status for sales agents, allowing them to take a predetermined number of breaks during their workday, monitored by both agent administrators and a model of occurrences generated from their behavior in different activity states while using Twilio.
- Worked on innovation processes for upcoming projects.
- Collaborated with internal technology teams and third-party partners to define, design, and deliver on user stories and customer demand.
- Developed scripts to communicate with back-end servers to provide real-time updated information.
- Worked with other development team members to identify and resolve software bugs.

Wekall - Tech lead & Development Manager
Cali, Valle del Cauca • 08/2019 - 05/2021 & 05/2021 -08/2022

- Developed tools and systems to streamline the administration of Wekall's platform and telephony system, including clients such as Freeswitch, Asterisk, and Jambonz. Utilized technologies like Node.js for backend processing, and React, Vue, and Angular 2 for frontend projects. These efforts significantly reduced the workload on Wekall's operations team and enhanced the overall customer experience.

- Collaborated with internal teams and third-party partners to identify areas for automation and optimization, aiming to improve the efficiency of Wekall's systems and processes.

- Created scripts and tools using Python, Lua, and C++ to automate routine tasks like account management and call routing. This automation reduced errors, enhanced the accuracy, and accelerated customer interactions. Additionally, proficiently utilized AWS for project administration and service improvements, resulting in more efficient workflows.

- Provided technical support and guidance to clients, assisting them in navigating Wekall's products and services and troubleshooting any arising issues.

- Worked closely with other members of the development team to identify and resolve software bugs, ensuring that Wekall's products and services were reliable and error-free.

NM SAS - Senior Developer
Cali, Valle Del Cauca • 08/2014 - 05/2019

- One of my main tasks was to be prepared for the innovation processes that were required, for the projects to come.

- Collaborated with internal technology teams and third party partners to define, design and deliver on user stories and customer demand.

- Developed scripts to communicate with back-end servers in order to provide real-time updated information.

- Worked closely with other development team members to identify and remove software bugs.

Luca Paciolli ERP - Junior Developer
Cali, Valle Del Cauca • 01/2014 - 06/2014

- Development of modules in JS and QML for the ERP platform, based on Velneo ERP
- Application support in Velneo V7, QML and JS

NEOBYTE Colombia - IT Analyst
Cali, Valle Del Cauca • 04/2013 - 01/2014

- Maintenance of operating systems, Linux servers, networks and computer equipment.
- Implementation of websites in JOOMLA and WORDPRESS

Callme IP - Co-Founder
Cali, Valle Del Cauca • 01/2012 - 01/2013

- Implementation of systems in ASTERISK, for IP telephony such as IVR, Call Centers and integration systems based on telephony
- Linux server technical support
- Implementation of scripts for ASTERISK 1.8 through the AGI using python and PHP