Iván Urra
Full Stack Developer

I am a Full Stack Web Developer. I like to solve problems and I am excited about the possibilities that technology offers to help people. I value commitment, hard work, and motivation to learn something new every day. I love teamwork and helping others. I have worked for more than ten years in highly regulated IT environments.

Technologies & Methodologies

JavaScript	MongoDB
React JS	Mongoose
Next JS	REST API
Gatsby JS	Axios
HTML	Bootstrap
CSS	Git & GitHub
SASS	Agile
Node JS	Kanban
Express JS	ITIL

Education

2020
Full Stack Web Development Graduate
Ironhack
Learned Frontend and Backend technologies.

2002 – 2006
Bachelor's degree, Tourism
Universidad Carlos III de Madrid

2000 – 2002
FP Higher Degree: Application Development
I.E.S. Ciudad Escolar

Languages

Spanish: Native
English: B1-B2 / 5,5 IELTS

Contact

https://ivanurra.dev
ivan.urra.dev@gmail.com
linkedin.com/in/ivanurra
github.com/ivanurra

Projects

Cinemabox (cinemabox.netlify.app)
✦ App about movies and TV shows. Built with MongoDB, Express, React JS & Node JS (MERN App).

Cocktail Guide (cocktailguide.herokuapp.com)
✦ App about the world of cocktails. Built with MongoDB, Node, Express, Handlebars & Axios. Data from an external API.

El Politico (ivanurra.github.io/elPolitico-videogame)
✦ Web browser videogame. Deployed from scratch in five days by using JavaScript, canvas, HTML & CSS.

Experience

MAR 2019 – PRESENT   PALMA, ILLES BALEARS
IT Support Technician
Iberostar Group
✦ Performed high-level support to more than 50 hotels in EMEA countries.
✦ Facilitated Cloud software installation and configuration in updates or openings of new hotels.
✦ Reduced helpdesk tickets by 60%.

JAN 2016 – FEB 2017   MADRID
IT Support Manager Europe & Asia
LATAM Airlines
✦ Managed a cross-functional team of 5 in 3 locations (Madrid, Frankfurt and Paris).
✦ Led operational continuity of all systems and services that support business processes in Europe.
✦ Reduced customer support calls by 80% and increased satisfaction by 90%.

JAN 2013 – DEC 2015   MADRID
IT Support Supervisor Europe
LATAM Airlines
✦ Coordinated and motivated the IT support team.
✦ Released a new web application to manage the ticket administration and reduced incidents that arrived by mail by 90%.
✦ Increased team productivity by 50%.