



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	Express JS
React JS	MongoDB
Next JS	Bootstrap
Gatsby JS	Bulma
HTML	Git & GitHub
CSS	Agile
SASS	Kanban
Node 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

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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%.