



# 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	SCRUM
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: B2 / B1 (speaking)

### Contact

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[github.com/ivanurra](https://github.com/ivanurra)

### Projects

#### Cinemabox ([cinemabox.netlify.app](https://cinemabox.netlify.app))

- ✚ App about movies and TV shows. Built with MongoDB, Express, React JS & Node JS (MERN App).

#### Cocktail Guide ([cocktailguide.herokuapp.com](https://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](https://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%.