

Joaquin Antonio Morales Cardenas

0421944166 | joaquinmorales13a06@gmail.com | Lane Cove, Sydney

PROFESSIONAL SUMMARY

Information Systems Engineer with over a year of experience in software development, project management, and customer service. Currently, I'm studying a Master of Software Engineering at Torrens University. I am seeking an entry-level position in a growth-oriented organisation to leverage my skills in problem-solving, data analysis, and digital marketing. My strong work ethic, effective communication, and teamwork orientation will contribute to driving success in your dynamic environment.

EDUCATION & CERTIFICATIONS

Master of Software Engineering (Advanced Cloud Computing) 2023 – In fieri
Torrens University, Ultimo Campus, Australia

Bachelor's in Information Systems Engineering 2015 – 2021
Universidad Americana/Facultad de Ingeniería, Nicaragua

KEY SKILLS

- Data Analysis and Visualization.
- Chatbot Development.
- Front-end development.
- Project Management.
- Problem-solving and critical thinking.
- Collaboration and communication.

Languages: English, Spanish

EMPLOYMENT HISTORY

SOS Medical, Managua/Nicaragua December 2024 - February 2025
Chatbot Developer (Part-time)

- Leveraged n8n as the automation workflow platform and integrated ChatGPT 4o model via the official API to handle patient queries.
- Connected the WhatsApp Business account using the official API, enabling message, audio, and image support for seamless patient interaction.
- Connected the workflow to Supabase to securely retrieve and update patient information for personalised support and accurate records.
- Configured the bot to send emails to soporte@sosmedical.com.ni for any queries or issues requiring human assistance, ensuring smooth handoff and timely resolution.

Compass Group, Sydney/Australia July 2024 - December 2024
Catering Assistant (Part-time)

- Provided exceptional customer service by greeting and assisting patrons.
- Maintained service counters and display areas, ensuring cleanliness and an appealing presentation.
- Performed thorough cleaning duties in both the kitchen and service zones to uphold hygiene standards.
- Coordinated with team members to ensure timely and efficient meal service.

Torrens University, Sydney/Australia
Customer Service Assistant (Casual)

May 2024 – June 2024

- Handled inbound tier 1 system navigation enquiries via phone and chat.
- Provided support to students inquiring about MyLearn platform, Microsoft teams, subject outlines and selection, and other inquiries.
- Recorded all student interactions in the student records management system.

FosterFBA, Managua/Nicaragua
Amazon PPC Specialist (Full time)

November 2019 – September 2023

- Researched potential keywords and brand competitors that were used on large-scale ad campaigns through Amazon marketplaces.
- Monitored daily user trends, sales, keyword bids and profit across 20 Amazon seller brands.
- Generated weekly insights reports using Amazon Seller Central reporting tools.

Responsive Answering Service, Managua/Nicaragua

January 2018 – October 2019

Jr. Onsite programmer and Customer Service Representative (Full time)

- Created new client information-taking scripts that customer service representatives used to consolidate and forward messages to client company personnel
- Updated existing client information-taking scripts based on requirements sent via email, phone call or online video meeting.
- Generated client phone answering reports and monthly message logs using Infinity Systems Software for Quality Assurance and Billing.
- Developed sustainable relationships and trust with clients' customers, so client company personnel rely on proper callback information.
- Deescalated troublemaker client customer calls, so proper information was sent to the corresponding channel or personnel.

DEGREE-RELATED PROJECTS

Project Name: Medical services to all Nicaraguans

Client (Organisation): SOS Medical S.A.

Key tasks:

- Researched medical vehicle and portable medical equipment use standards, costs and requirements.
- Redesigned SOS Medical S.A. website.
- Created a step-by-step project plan and budget planning report on how to construct and implement mobile medical clinics as part of SOS Medical S.A. services.

Project Outcome: SOS Medical S.A. successfully launched its first mobile medical clinic in 2021. It is currently being used to provide private medical services to remote Nicaraguan-based companies, as well as bring budget-friendly medical services to remote communities.

PROFESSIONAL DEVELOPMENT

Responsible Conduct of Gambling Certification
CBD College, Australia

October 2023

Responsible Service of Alcohol Certification
CBD College, Australia

September 2023

Python Development Course

July 2021

REFERENCES

Available upon request