

Jose Fabian Rodríguez

Backend Developer — Mechanical Engineer

Experience

Quantum Outsourcing Group *Oct 2024 – Oct 2025*
Data Reconciliation Specialist (Client: Medical Lien Assignments LLC)

- **Liaised** directly with law firms to secure critical case documentation and real-time status updates.
- **Streamlined** case lifecycle management by overseeing reopenings and closures, ensuring 100% portfolio compliance.
- **Produced** high-fidelity progress reports for stakeholders to support data-driven decision-making.
- **Reconciled** complex data sets to maintain documentation accuracy and integrity across the database.

Intelcia *Jul 2022 – Jun 2024*
Technical Support Representative (Client: Optimum, USA)

- **Provided** high-level technical support for phone, cable TV, and internet services by addressing customer inquiries and troubleshooting technical issues efficiently.
- **Diagnosed** and resolved connectivity problems, device configurations, and signal issues.
- **Guided** customers through the installation and setup of equipment (routers, set-top boxes, etc.) to ensure a smooth user experience.
- **Managed** a high volume of daily cases, maintaining high customer satisfaction through clear communication and quick solutions.
- **Used** support tools and CRM systems to track and resolve issues efficiently.

Mecánicos Asociados SAS - Masa Stork *Nov 2016 – Dec 2018*
Junior Reliability Engineer

- **Conducted** Root Cause Analysis (RCA) on critical equipment failures, implementing actions that increased asset availability.
- **Monitored** and analyzed KPIs indicators to identify performance trends and strengthen field asset management.
- **Authored** reliability reports and technical proposals to optimize maintenance strategies and reduce downtime.
- **Streamlined** operational decision-making by delivering precise failure analysis and KPI dashboards.

Certifications

- Technical Support Fundamentals - Google
- Developing Backend Apps with Node.js and Express - IBM
- JavaScript Programming Essentials - IBM
- Getting Started with Git and GitHub - IBM
- Introduction to HTML, CSS and JavaScript - IBM
- Introduction to Software Engineering - IBM

References

Giovanni Bernal, Full-Stack Developer: +57 310-442-3919

Carlos Urzola, Petroleum Engineer: +57 318-284-0175

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LinkedIn Profile

Portfolio

Education

IBM JavaScript Backend Developer
Coursera (In Progress)

Mechanical Engineer
Universidad Nacional de Colombia
2011 – 2016

Hard Skills

- **Languages:** JavaScript
- **Back-End:** Node.js, Express, MongoDB, MySQL
- **Front-End:** HTML, CSS
- **Tools:** Docker, Linux, Git

Soft Skills

- Critical Thinking
- Communication
- Problem-Solving
- Adaptability
- Teamwork
- Time Management
- Self-Learning
- Resilience

Languages

Spanish: Native
English: Advanced