

Jose Fabian Rodríguez

Backend Developer — Mechanical Engineer

PROFESSIONAL SUMMARY

I am Jose. I am a Backend Developer with a solid foundation in Node.js, Express, JavaScript, MongoDB, MySQL, Docker, Linux, HTML, and CSS. My engineering background helps me approach backend challenges with a structured, analytical, and solution-oriented mindset. I focus on building reliable REST APIs, organizing server-side logic, and working with modern, database-driven systems. I enjoy taking on new challenges and I'm committed to giving my best in every project to deliver meaningful, high-quality results.

Experience

Quantum Outsourcing Group Feb 2025 – 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.
- **Investigated** data inconsistencies and resolved record-level issues to ensure system integrity.
- **Managed** data lifecycle processes (updates, reopenings, closures) following standardized procedures.
- **Generated** operational and status reports to support internal monitoring and decision-making.

iQor Aug 2024 – Jan 2025

Customer Support Representative (Client: Walmart, USA)

- **Provided** administrative support to prospective delivery drivers applying to work as independent contractors for Walmart, assisting them throughout the application process.
- **Responded** to inquiries via phone and digital platforms, offering clear guidance on documentation requirements, eligibility criteria, and onboarding steps.
- **Assisted** users with installation, configuration, and replacement of routers and set-top boxes.
- **Maintained** accurate internal records by updating applicant information and case notes in the system to ensure proper follow-up and reporting.

Mecánicos Asociados SAS - Masa Stork Jul 2017 – Jan 2018

Junior Reliability Engineer

- **Performed** Root Cause Analysis (RCA) to identify and resolve system and equipment failures.
- **Analyzed** performance KPIs to detect trends and prevent recurring issues.
- **Produced** technical reports and dashboards to support operational reliability.
- **Applied** structured problem-solving methodologies to reduce downtime and improve system availability.

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

✉️ jofrodriguezsu@gmail.com

📞 +57 (320) 376-7010

LinkedIn

Portfolio

Education

IBM JavaScript Backend Developer Professional Certificate

Coursera -IBM (In Progress)

Mechanical Engineer

Universidad Nacional de Colombia

2011 – 2016

Technical Skills

- **Languages:** JavaScript
- **Back-End:** Node.js, Express
- **Databases:** MongoDB, MySQL
- **Front-End:** HTML, CSS
- **DevOps:** Docker, Git
- **OS:** Linux
- **Tech Support**

Soft Skills

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

Languages

Spanish: Native

English: Advanced

Russian: Learning